KWIC INDEX TO SERVICES

1989 / 1990

Government of Ontario

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User Questionnaire

1. Are you employed by the Ontario Government ☐
   Federal Government ☐
   Municipal Government ☐
   Private Sector ☐
   Other, specify _____

2. Do you work in an inquiry services area ? ☐ yes ☐ no

3. Do you use the KWIC Index to Services in performing your job ?
   ☐ yes ☐ no

4. How often do you use the KWIC Index to Services ?
   ☐ everyday ☐ once a week ☐ once a month ☐ rarely

5. How effective is the KWIC Index to Services in providing or referring you to the required information ?
   ☐ always ☐ often ☐ sometimes ☐ rarely

6. How can we make the KWIC Index to Services more useful to you ?

_____

_____

_____

_____

Note: To avoid the cost of postage, your completed questionnaire may be dropped off at any Ontario Government office where it will be forwarded to

Ministry of Government Services
Databases and Directories
7th Floor, Ferguson Block
77 Wellesley Street West
Toronto, Ontario
M7A 1N3

Your completed questionnaire from page i may be dropped off at any Ontario Government office, where it will be forwarded free of charge to the below address.

Ministry of Government Services
Databases and Directories
7th Floor, Ferguson Block
77 Wellesley Street West
Toronto, Ontario.
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Government of Ontario

KWIC Index to Services 1989/90

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How To Use The KWIC Index to Services

1. From the alphabetical list of key words in the yellow pages KEY WORD INDEX, select the key word which most closely relates to the information you require.

2. A ministry code and a white page number are printed to the right of each key word. Turn to the indicated white page and you will find the required information printed immediately under the ministry code.

3. The following example, taken from the 1988 edition, illustrates how you would obtain some information about the Ontario Government role in the inspection of raw milk.

Key Words	Ministry Code	White Page No.
dairy		
products and farms, inspection	AG & FOOD 18	45
products, manufacturers, training	AG & FOOD 35	54
see also milk		
Dairy Inspection Br	AG & FOOD 18	45
milk		
inspection	AG & FOOD 18	45
marketing	AG & FOOD 14	44
see also dairy		

4. In the above example information on milk inspection was obtained by selecting the key word "milk" and turning to page 45 of the white pages section. Note that listed under this key is a *"see also"* cross-reference to the key word "dairy". Key words are cross-referenced when they relate to the same or additional information on a topic.

5. Note that key words beginning with upper case or capital letters indicate actual program names.

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PROGRAM AND SERVICE DESCRIPTIONS (white pages)
The Ontario Parliament (chart) 1
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Note: The information in this book is current as of September 22, 1989, unless otherwise specified.

KWIC Index and Government Telephone Directory

- The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Information Services Branch, Databases and Directories Section. It is designed to provide the user with "key word" access to the descriptions of the branches, programs and agencies of the Ontario Government, and the offices which provide the service.

  If you have any comments or suggestions about the KWIC Index, you may contact your KWIC Index coordinator, (see page vii) or complete the Questionnaire on page i and send it to the address shown.

The KWIC INDEX is revised annually. If you want to be informed of its release, please clip and mail this form:

Ministry of Government Services
Information Services Branch
Databases and Directories
Ferguson Block, 7th Floor
Queen's Park, Toronto
M7A 1N3

I would like to be notified when the next edition of the KWIC INDEX TO SERVICES is issued.

Name: _____

Address: _____

_____

_____ Postal Code: _____

- The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX is organized by ministry, division, branch or agency, and includes the names and telephone numbers of key people. It contains an alphabetical listing of employees and their telephone numbers, cross-referenced to the ministry office listing.

- For information on how to obtain Government publications see page viii.

KWIC Index Coordinators

In each ministry, an appointed KWIC Index Coordinator is responsible for:

- coordinating the preparation of all service descriptions published in the KWIC Index.
- coordinating the orders and distribution of the KWIC Index.

Ministry	Name	Phone
Cabinet Office	Deana Kehinde	965-1946
Management Board of Cabinet	Heather Daley	586-2110
Human Resources Secretariat	Art Linton	965-9463
Legislative Assembly	Karyn Leonard	965-4028
Agriculture and Food	Penni O'Connor	326-3187
Attorney General	Carmen Buck	326-4080
Citizenship	May Lee	324-7061
Colleges and Universities	Donna Papayanis	963-1443
Community and Social Services	Alex Honeyford	963-2936
Consumer and Commercial Relations	Penny Maguire	326-8755
Correctional Services	Louise Thompson	326-5010
Culture and Communications	May Lee	324-7061
Education	Patricia M. Grenier	965-6910
Energy	Goldie Spencer	965-4070
Environment	Stephen Graham	323-4341
Financial Institutions	Wayne Goodyear	326-9050
Francophone Affairs	Michelle LaRue	965-3865
Government Services	Maria Mikelenas-McLoughlin	965-6606
Health	Denise Mulholland	963-1073
Housing	Ruth Esdelle	585-7041
Industry, Trade and Technology	Michael Rigby	965-5466
Intergovernmental Affairs	Sheila Steaman	965-4706
Labour	Patrick Stubbs	326-7066
Workers' Compensation Board	Lorne Coe	927-3503
Municipal Affairs	Ruth Esdelle	585-7041
Native Affairs	Nick Dybenko	326-4748
Natural Resources	Ricky Cameron	965-4600
Northern Development and Mines	Michelle Sauvé	965-1417
Revenue	Teresa Ihasz (OSHAWA)	433-5115
Skills Development	Nancy Marto	967-8411
Solicitor General	Edwin Naron	965-9269
Tourism and Recreation	Michael Petersen	963-2356
Transportation	Terry DiCarlo	235-4874
Treasury and Economics	Des Brown	965-1643
Women's Issues	Penny Finneron	597-4612
	Lydia Oleksyn	965-5824

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in Toronto call: 326-5300
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5th Floor, 880 Bay Street,
Toronto, Ontario M7A 1N8.
or use TDD (see below)

TDD Service For The Hearing/Speech Impaired

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in Ottawa call: 566-2761
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Prepayment is required for priced publications. Make cheques or money orders payable to the Treasurer of Ontario. MasterCard and Visa are accepted.

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Rideau Centre Mall
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and Saturday 9:30 am to 11:30 am,
and 12:30 - 6:00 pm
or
Renouf Publishing Company,
61 Sparks Street

Ontario Public Servants who require additional copies of the KWIC Index should contact their KWIC Index Coordinator (page vii).

KWIC INDEX TO SERVICES $4.35 (4.03 + .32 R.S.T.)

NEED TO KNOW MORE ?

Refer to the

BLUE PAGES

of your

PUBLIC TELEPHONE DIRECTORY

for phone numbers of

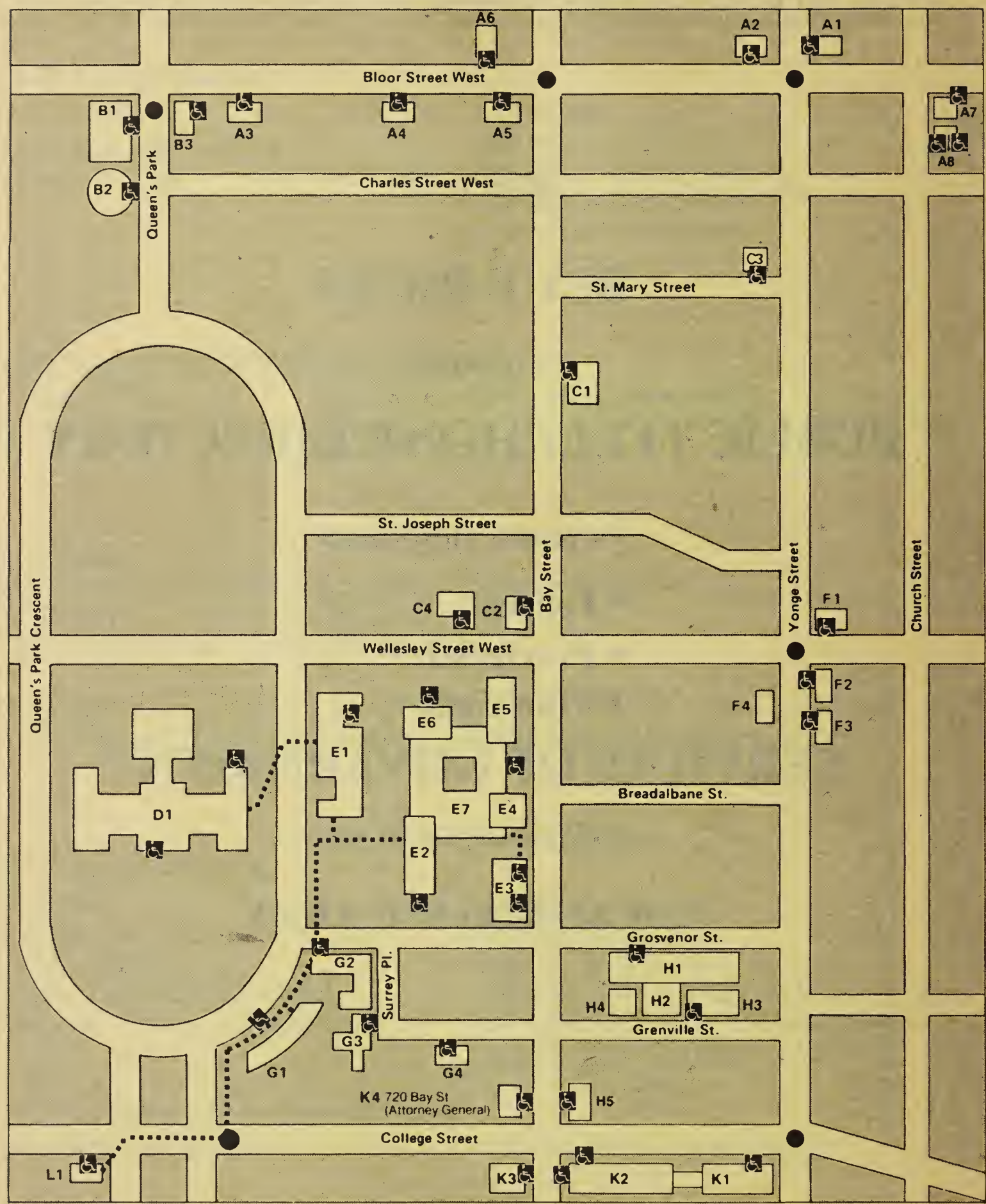
- **Federal**
- **Provincial**
- **Municipal**

SERVICES OF GOVERNMENT

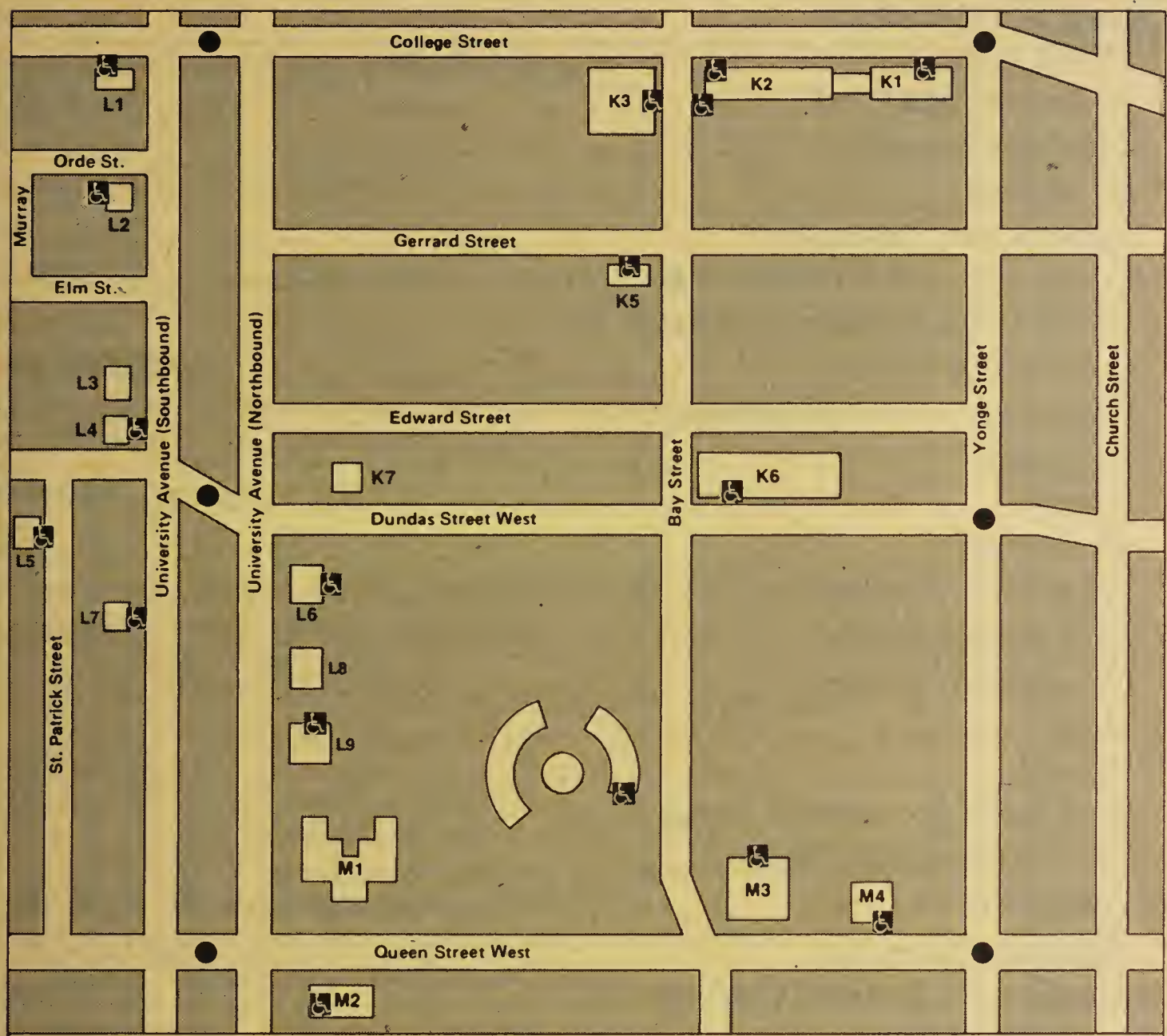
available to you in your

LOCAL DIALING AREA

QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity

Key ● Subway ♿ Wheelchair Access ••••••• Tunnel (Entrance from first basement)

LEGEND

A1 — 2 Bloor St. E.
A2 — 2 Bloor St. W.
A3 — 151 Bloor St. W.
A4 — 101 Bloor St. W.
A5 — 77 Bloor St. W.
A6 — 80 Bloor St. W.
A7 — 175 Bloor St. E.
A8 — 625 Church St.
B1 — 100 Queen's Park (Royal Ontario Museum)
B2 — 100 Queen's Park (Planetarium)
B3 — 125 Queen's Park (Q.P. Entrance) (Ombudsman Office)
— 157 Bloor St. W.
— (Bloor St. Entrance) (Public Complaints Commission)
C1 — 1075 Bay St. (The Citadel)
C2 — 56 Wellesley St. W. (Suncor)
C3 — 10 St. Mary St.
C4 — 62 Wellesley St. W.
D1 — 111 Wellesley St. W. (Legislative Building)
E1 — 99 Wellesley St. W. (Whitney Block)
E2 — 80 Grosvenor St. (Hepburn Block)
E3 — 880 Bay St.
— 50 Grosvenor St.
E4 — 900 Bay St. (Mowat Block)
E5 — 900 Bay St. (Hearst Block)
E6 — 77 Wellesley St. W. (Ferguson Block)
E7 — 900 Bay St. (Macdonald Block)
F1 — 10 Wellesley St. E.
F2 — 555 Yonge St.
F3 — 543 Yonge St.
F4 — 558 Yonge St.
G1 — 7 Queen's Park Cr. (Frost Building South)
G2 — 95 Grosvenor St. (Frost Building North)
G3 — 2 Surrey Place
G4 — 77 Grenville St. (Archives of Ontario)
H1 — 25 Grosvenor St. (George Drew)
H2 — 26 Grenville St.
— (Coroner's Office)
H3 — 18 Grenville St. (Q.P. Credit Union)
H4 — 34 Grenville St.
H5 — 801 Bay St.
K1 — 444 Yonge St. (Provincial and Small Claims Courts)
K2 — 777 Bay Street (College Park)
K3 — 790 Bay St.
K4 — 720 Bay St. (Attorney General)
K5 — 700 Bay Street (Lucliff Place)
K6 — Atrium on Bay
K7 — 180 Dundas St. W.
L1 — 700 University Ave. (Ont. Hydro)
L2 — 620 University Ave. (Old Hydro Bldg.) (Office of Legislative Services)
L3 — 500 University Ave. (Supreme Court Reporter's Officer) (Ontario Manpower Commission)
L4 — 480 University Ave.
L5 — 132 St. Patrick St.
L6 — 439 University Ave.
L7 — 400 University Ave. (Travelers Tower)
L8 — 393 University Ave.
L9 — 361 University Ave. (Court House)
M1 — 130 Queen St. W. (Osgoode Hall)
M2 — 145 Queen St. W.
M3 — 60 Queen St. W. (Old City Hall)
M4 — 20 Queen St. W.

Key Word Codes

Agriculture and Food	AG & FOOD
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Colleges and Universities	MCU
Community and Social Services	COMSOC
Consumer and Commercial Relations	CCR
Correctional Services	CORRECTIONS
Culture and Communications	MCC
Education	EDUC
Energy	ENERGY
Environment	MOE
Financial Institutions	MFI
Francophone Affairs	FRANC AFF
Government Services	MGS
Health	HEALTH
Housing	HOUSING
Industry, Trade and Technology	MITT
Intergovernmental Affairs	MIA
Labour	LABOUR
Legislative Assembly	LEGISLATIVE
Management Board of Cabinet	MBC
Municipal Affairs	MUN AFF
Native Affairs	NAT AFF
Natural Resources	MNR
Northern Development and Mines	NDM
Ontario Government	CABINET
Revenue	REVENUE
Skills Development	SKILLS
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THE ONTARIO PARLIAMENT

Lieutenant Governor

PARLIAMENT
(encompasses three areas of responsibility)

LEGISLATIVE

- enacts, amends, and repeals legislation
- authorizes the collection of funds
- debates the policies put forth by the Government

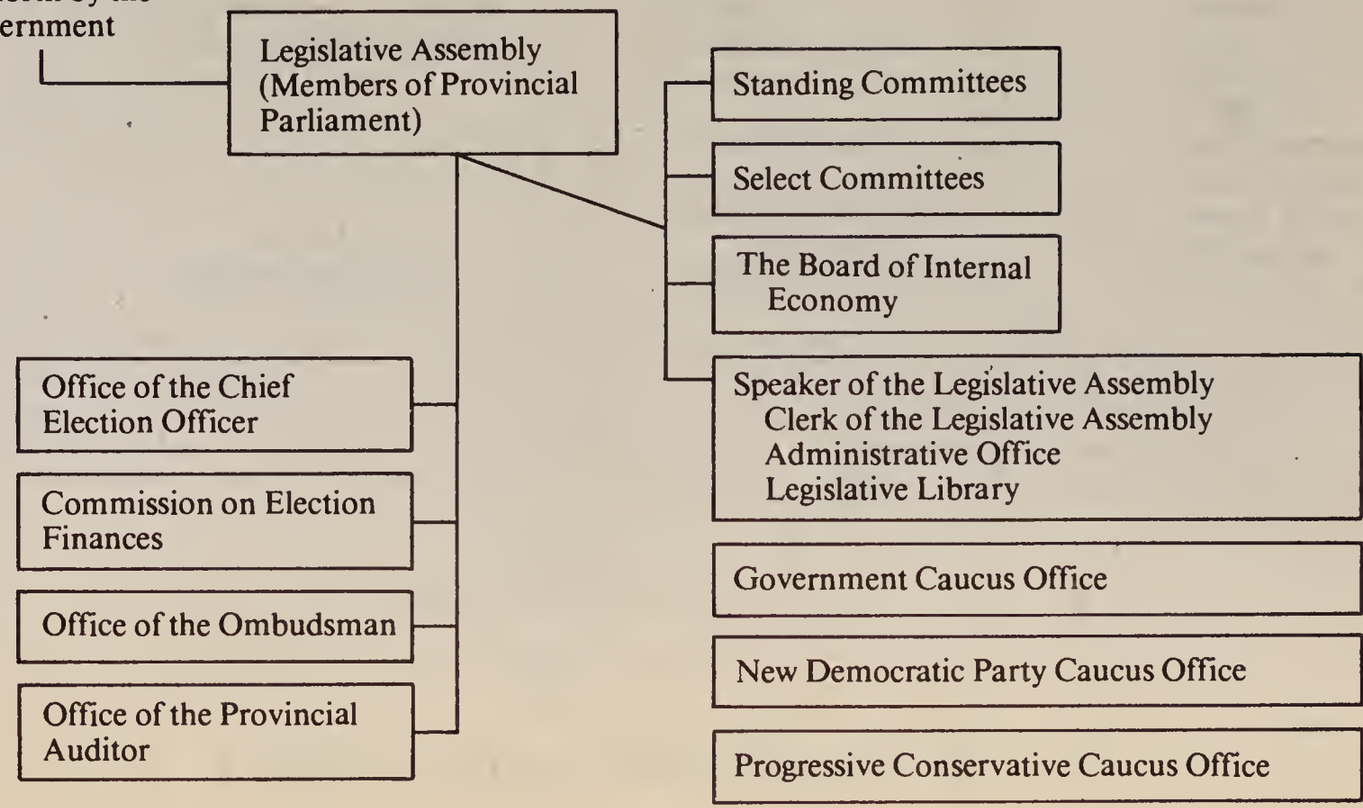
JUDICIARY

- adjudicates civil & criminal disputes through all levels of courts in the province

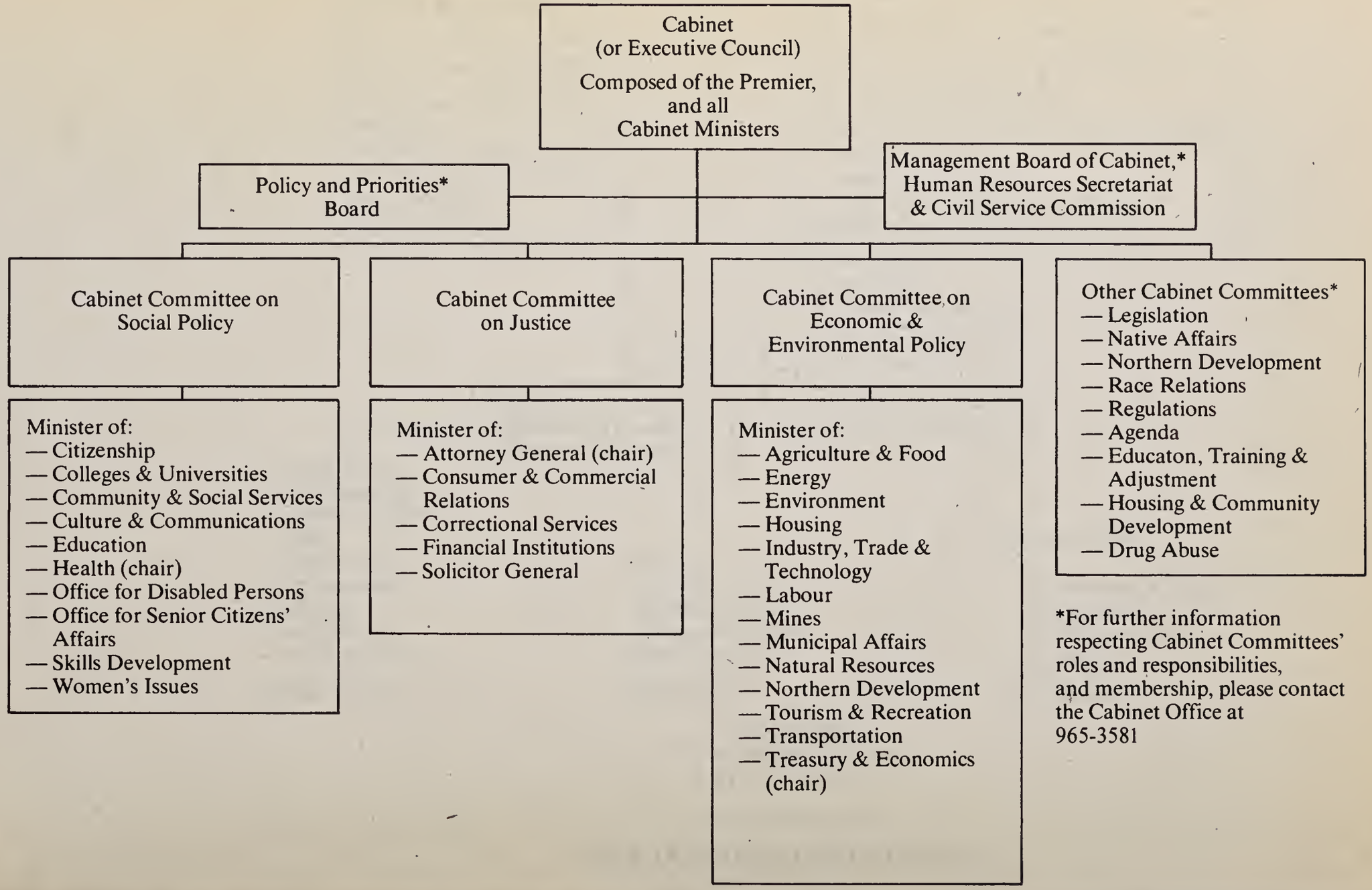
EXECUTIVE

- formulates government policy
- administers government programs

(see next page)



CABINET AND ITS COMMITTEES



*For further information respecting Cabinet Committees' roles and responsibilities, and membership, please contact the Cabinet Office at 965-3581

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THE ONTARIO GOVERNMENT

The three major divisions of parliamentary government in Ontario are the Executive, the Legislative and the Judiciary.

Executive: The Queen, represented by the Lieutenant Governor, is the nominal executive and head of state. The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs.

The basic units of the administrative structure headed by the office of the Premier are 28 Ministries (e.g., Education, Health, Environment), each responsible to a Minister in Cabinet.

Legislative: The legislative function is the responsibility of the Legislative Assembly composed of elected members, including the Premier and other Ministers. The Assembly performs three main functions: legislative - enacts, amends and repeals legislation; financial - authorizes the imposition of taxes and reviews expenditure estimates; critical - discusses and criticizes policies put forward by the Executive.

Judiciary: The judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute. Provincial court judges are appointed provincially by the Lieutenant Governor In Council. County, District and Supreme Court of Ontario judges are appointed federally by the Governor General In Council. Courts administration is the responsibility of the Ministry of the Attorney General.

THE CABINET

CABINET — CABINET 1
Legislative Bldg., Rm. 381
Queen's Park, Toronto M7A 1A1
416-965-1945

The Cabinet, officially called the **Executive Council**, exercises the executive power of the Ontario Government. The Cabinet is comprised of the Premier, Ministers with responsibility to direct ministries and Ministers without portfolio. The Cabinet Office provides staff support for Cabinet; the Policy and Priorities Board of Cabinet; the Cabinet Committees on Legislation, Justice, Economic Policy, and Social Policy; and other committees, as required. For information on the structure of Cabinet (Executive Council) or access to information under the Freedom of Information and Protection of Privacy Act, visit the Cabinet Office or write to the Freedom of Information Coordinator, Cabinet Office at the above address.

OFFICE FOR DISABLED PERSONS — CABINET 2
700 Bay St., 3rd Flr.
Toronto M5G 1Z6
416-965-3165
Toll free 1-800-387-4456 (TDD/Voice)
Fax 416-971-6613

The Office for Disabled Persons was established in 1985 with the appointment of a Minister Responsible for Disabled Persons. It has four primary responsibilities: public inquiry, promotion and awareness of the abilities of **disabled persons**, policy coordination, and community liaison. The Ontario Advisory Council for Disabled Persons reports to the Minister Responsible for Disabled Persons.

The office promotes awareness of government programs and responsiveness of the policy development process to the needs of disabled persons. It administers a **Community Action Fund** which assists organizations in undertaking initiatives that promote the goals of equality and full participation of disabled persons in Ontario's social and economic

life. An **Access Fund** has been established jointly by the Office for Disabled Persons and the Office for Senior Citizens' Affairs to increase physical access by disabled persons and senior citizens to existing community facilities. Matching grants of up to 50,000 are available for approved renovations such as ramps, grab bars and brailled features.

The office also funds community-based organizations in Barrie, Guelph, Kingston, Ottawa, London, North Bay, Timmins, Thunder Bay, Waterloo and Windsor to assist disabled persons in finding suitable rental accommodation. The **Homelink Program** is a pilot project which links disabled persons with landlords with suitable rental accommodation. There are no fees for users of the services.

Premier's Awards for Accessibility act as an incentive to encourage excellence in the design of barrier-free **buildings** and environments by Ontario architects, landscape architects, professional engineers, interior designers and associates.

Minister's Awards for Accessibility are presented to students of architecture and architectural design at colleges and universities who achieve excellence in barrier-free design in the Student Design Challenge.

Community Action Awards are presented each year to recognize the outstanding achievements of 12 disabled persons or others who have worked extensively with disabled persons.

Information Services responds to written and telephone (1-800-387-4456) requests for information on programs and services provided by and through government ministries and community organizations.

Publications: Guide to Ontario Government Programs and Services for Disabled Persons (for use by individuals; information listed under headings such as education, access, employment and health services; available in English, French, Italian, Portuguese and Chinese); Courier, a quarterly newsletter; Guide for Disabled Drivers in Ontario; Profile, a summary of the role and functions of the Office for Disabled Persons; Statistical Profile of Disabled Persons in Ontario, a summary of data on the demographic characteristics of the disabled population in Ontario and factors which influence independent living; Word Choices, a lexicon of preferred terms for disability issues; The Needs and Attitudes of Disabled Ontarians, results of a survey of 1,480 individuals and 85 organizations.

All publications are available to the general public in English and French. Those available on tape include: Community Action Fund, Community Action Awards, the Guide to Ontario Government Programs and Services for Disabled Persons, and Courier.

Applications are available for: Community Action Fund grants, Access Funds grants, the Premier's Awards for Accessibility, the Minister's Awards for Accessibility and the Community Action Awards.

ONTARIO ADVISORY COUNCIL FOR DISABLED PERSONS — CABINET 3
700 Bay St., Ste. 203
Toronto M5G 1Z6
416-965-9537 (TDD/Voice)

The Ontario Advisory Council for Disabled Persons advises the government on issues concerning people with **disabilities** in Ontario.

The 17 members appointed by Order-in-Council meet regularly in Toronto and hold periodic consultation meetings across the province. Council reports to the Legislature through the Minister Responsible for Disabled Persons, and publishes an annual report.

OFFICE FOR SENIOR CITIZENS' AFFAIRS CABINET 4
76 College St., 6th Flr.
Toronto M7A 1N3
416-965-5106

The Office for **Senior Citizens'** Affairs was established in 1985 with the appointment of a Minister Responsible for Senior Citizens. Its primary responsibilities include: promoting the development of coordinated policies within government ensuring that seniors' interests are well served; providing a central information and referral service to the public on policies, programs and services available to seniors; developing resources to motivate and assist communities, organizations and businesses to respond to the needs of seniors; fostering the independence and participation of seniors and promoting the recognition of their contributions to society.

An Access Fund has been established jointly by the Office for Senior Citizens' Affairs and the Office for Disabled Persons to increase physical access by disabled persons and senior citizens to existing community facilities. Matching grants of up to 50,000 are available for approved renovations such as ramps, grab bars, and brailled features.

Publications: Guide For Senior Citizens; Directory of Accommodation for Seniors in Ontario; Planning Events: Tips For Seniors; Are You Listening? and large print songbooks.

Ontario Senior Citizens' Month is celebrated in June of each year to promote the recognition of seniors. An awards ceremony is held at Queen's Park honouring a number of seniors for their outstanding contributions to their communities.

Information officers are available to answer written and telephone requests. For information on programs and services provided by and through Government Ministries and community organizations, please call the above number.

ONTARIO ADVISORY COUNCIL CABINET 5
ON SENIOR CITIZENS
700 Bay St., Ste. 203
Toronto M5G 1Z6
416-965-2324 (TDD/Voice)

The Ontario Advisory Council on Senior Citizens advises the Government of Ontario, through the Minister for Senior Citizens' Affairs, on matters pertaining to the well-being of the aged and aging population in Ontario. Council promotes the development of opportunities for self-help for **senior citizens** and reviews current policies which concern aged and aging persons. Appointed by Order-in-Council, it consists of 16 members from across the Province who meet regularly. An annual report is published. Council produces a quarterly **publication**, "Especially for Seniors", which is mailed to all Ontario senior citizens receiving the Old Age Security Pension.

WATERFRONT DEVELOPMENT OFFICE CABINET 6
WaterPark Place, Ste. 1509
20 Bay St.
Toronto M5J 2N8
416-365-3076
Fax 416-365-9406

The Waterfront Development Office was established in 1987 with the appointment of the Special Advisor to the Premier. Its purpose is to encourage the responsible development of the Toronto area waterfront from the eastern boundary of Scarborough to the western boundary of Etobicoke. The office acts as the province's liaison point on the Intergovernmental Waterfront Committee, which consists of the Premier, the Mayor of Toronto, the Metro Chairman, and the Royal Commissioner as Chairman.

ACTS

ACTS CABINET 7

The Office of the Premier is responsible for the Acts listed below.

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act

MANAGEMENT BOARD OF CABINET

Frost Building South
Queen's Park, Toronto M7A 1Z6

The Treasury Board, which preceded the Management Board of Cabinet, was first established in 1886 under the Audit Act, and continued from 1954 under the Financial Administration Act. Composed of members of the Executive Council with the Treasurer as Chairman, the Board acted as a committee of the Executive Council on all matters relating to finance, revenues, estimates, expenditures and financial commitments.

Amending legislation of 1956 and later years provided that the Board have a Secretary with a staff. The Treasury Board Secretariat came to function as a department.

In December, 1971, the Management Board of Cabinet and its Secretariat were established under the Management Board of Cabinet Act.

MANAGEMENT BOARD OF CABINET

MANAGEMENT BOARD OF CABINET — MBC 1
Frost Bldg. S., 7th Flr.
Queen's Park, Toronto M7A 1Z6
416-586-2000

The Management Board of Cabinet is the Committee of Cabinet responsible for coordinating the financial and administrative operations of the government. The Board operates under the authority of the Management Board of Cabinet Act, and officially represents the Government of Ontario as the employer of its public servants. The Board comprises a Chairman (586-2020), a Vice-Chairman and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council.

MANAGEMENT BOARD SECRETARIAT

MANAGEMENT BOARD SECRETARIAT — MBC 2
Frost Bldg. S., 7th Flr.
Queen's Park, Toronto M7A 1Z6
416-586-2000

The Management Board Secretariat provides analytical and administrative support to the Management Board of Cabinet. The Office of the Secretary directs the operation and administration of the Secretariat. Divisions and branches are described in the entries that follow.

PROGRAMS AND ESTIMATES DIVISION

PROGRAMS AND ESTIMATES DIVISION — MBC 3
Frost Bldg. S., 6th Flr.
Queen's Park, Toronto M7A 1Z6
416-586-2131

The Programs and Estimates Division is responsible for corporate expenditure and staffing control, and the Expenditure Estimates process. The division also participates in the Government's Resource Allocation process, and ensures that formal attention is given to results in the management of programs. Management Board and other Cabinet Committees receive support and advice in reviewing program implementation plans and proposals, and assessing financial, staffing and results implications of proposed or revised legislation, regulations, policies and programs. To discharge these functions, the division is organized into three branches: Education and Social Services (586-2060), Justice and General Government (586-2001), and Resources Development (586-2022). These three branches have common responsibilities in relation to ministries and Cabinet Committees.

A fourth branch, Expenditure Policy and Divisional Services (586-2070), coordinates general expenditure and staffing control policies, as well as services for the division.

INFORMATION TECHNOLOGY DIVISION

INFORMATION TECHNOLOGY DIVISION MBC 4
56 Wellesley St. W., 4th Flr.
Toronto M7A 1Z6
416-586-2121

The Information Technology Division develops and supports corporate administrative policies, strategies and plans which encourage the effective use of information technology in the Ontario Government.

The division also advises the Chairman and Secretary of the Management Board of Cabinet on information technology issues, and provides information systems support services and facilities to the Management Board Secretariat.

MANAGEMENT POLICY DIVISION

MANAGEMENT POLICY DIVISION MBC 5
Frost Bldg. S., 6th Flr.
Queen's Park, Toronto M7A 1Z6
416-586-2030

The division's main objective is to develop and maintain a framework of management policies which will ensure that ministries, agencies, boards and commissions administer their programs effectively and efficiently.

All management policies are approved by Management Board, and included in the Management Board of Cabinet **Directives and Guidelines** which the division edits and publishes. Policies deal with the procurement of goods and services, real property, creative services, agency administration, employee expenses and the **Visual Identity Program**.

The division also provides advice and consultation on the organizational design of the Ontario Public Service's executive level, and the organizational implications of new government policies and programs or Cabinet submissions.

Implementation of government-wide management or administrative initiatives is coordinated by the division. The division's responsibilities include the **Freedom of Information** Act, and the Advertising Review Board, which coordinates the acquisition of government advertising and creative communications services.

HUMAN RESOURCES SECRETARIAT

HUMAN RESOURCES SECRETARIAT MBC 6
Frost Bldg. S., 7th Flr.
Queen's Park, Toronto M7A 1Z5
416-963-2973

The Human Resources Secretariat, as the central agency responsible for promoting the best practices in human resources management, provides advice and support to ministries. Human resources management policies, programs, and initiatives are developed in consultation with ministries, and in support of the business of government. The Secretariat also acts on behalf of Management Board of Cabinet, as the employer, in collective bargaining and employee relations matters, and on behalf of the Civil Service Commission for most human resource functions set out in the Public Service Act.

EXECUTIVE MANAGEMENT BRANCH MBC 7
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-5435

The Executive Management Branch designs and administers programs related to staffing, compensation, and human resources planning in the executive ranks of the Ontario Public Service.

STRATEGIC PLANNING AND PROJECTS BRANCH MBC 8
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-963-0820
Fax 416-965-4932

The branch develops strategic human resource directions for the Ontario Public Service (OPS). Goals and timetables are established to ensure that the OPS reflects the diversity of the population it serves. The branch also conducts research on the social, economic, legislative environment, and employment policies and practices in the private and public sectors. Leadership is provided in the development of policies reflecting the OPS's desire to be a model employer.

The **Freedom of Information** Office is located in this branch and is responsible for coordinating and managing the implementation and operation of the **Freedom of Information and Protection of Privacy Act** within the Secretariat. This office also develops corporate guidelines and provides advice to ministries and agencies on the interpretation and application of the legislation in relation to its impact on human resources management.

FRENCH LANGUAGE COORDINATOR MBC 9
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-0856
Fax 416-965-4932

The Office of the French Language Coordinator advises the Deputy Minister and senior management of the Human Resources Secretariat and the Management Board Secretariat on all matters pertaining to the French Language Services Act.

NORTHERN ONTARIO RELOCATION PROGRAM MBC 10
Ferguson Block, 7th Flr.
Queen's Park, Toronto M7A 1Z5
416-963-3801

This program provides central coordination of the human resource component in the decentralization of government operations to the North. Ministries receive assistance in identifying, researching and resolving human resource issues, and in recommending changes to policy and procedures through a human resources coordinating committee and coordinator's council to the Deputy Ministers' Steering Committee. Essential communication lines are maintained with the Ontario Public Service Employees' Union by means of a Joint Consultation Committee. Provision of child care services in the new Northern facilities is coordinated centrally by a committee chaired by the Human Resources Secretariat.

CORPORATE SERVICES DIVISION

CORPORATE SERVICES DIVISION MBC 11
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-3728

The division provides corporate services and policy direction to ministries in staffing, education, **French** language training, evaluation, employment equity, and financial, administrative and information technology services for the Human Resources Secretariat. The division also provides personnel services for the Human Resources Secretariat and the Management Board of Cabinet.

EXECUTIVE DEVELOPMENT INSTITUTE MBC 12
101 Bloor St. W., Ste. 502
Toronto M5S 1P7
416-965-2091
Fax 416-965-3485

The Executive Development Institute (EDI) facilitates and develops corporate learning opportunities for executives and potential executives in the Ontario Public Service. These opportunities include corporately directed in-house programs; sponsorships to external educational facilities; promotion; assistance with exchanges, and interchanges with other governments and jurisdictions. EDI maintains a library of materials of interest to government executives, and publishes a calendar of available programs and developmental opportunities.

EDUCATION SERVICES BRANCH MBC 13
151 Bloor St. W., 9th Flr.
Toronto M5S 1S4
416-965-3935
Fax 416-963-0995

The branch has two sections: Corporate Education Programs, and the French Training and Evaluation Centre.

The Corporate Education Programs Section (965-1438) provides a wide range of corporate education, training and development courses and seminars on a chargeback or fee-for-service basis. It supports ministries in areas of **educational** needs analysis, train the trainer methodologies and in-house and custom designed programs. A Corporate Education Programs course calendar is produced for Ontario Public Service client groups.

The French Training & Evaluation Centre (965-4162) offers a variety of **French** language training courses, and a language proficiency evaluation service. The Centre also provides consulting assistance to ministries in meeting their language training objectives.

STAFFING SERVICES BRANCH MBC 14
Frost Bldg. S., 1st Flr.
Queen's Park, Toronto M7A 1Z5
416-965-1483
416-965-6081
416-965-4343 (TDD)
Fax 416-965-4821

The branch develops staffing policies, services and **employment**-related initiatives, such as the **internship program**. Responsibilities include collecting and analysing information on staffing activity across the Ontario Public Service, providing employment information to people and organizations outside the service, and researching employment trends and

developments. Branch initiatives also encompass the review of selected personnel policies and programs.

The Employment Information Services Section (965-6081) provides employment information and advice to the public, and maintains a **Central Resource Bank** of qualified job applicants for use by ministries when filling staffing requirements. In addition, the section offers advice and coordination in special staffing situations, such as redeployment of staff who are surplus or returning from long-term disability, and employment of persons with **disabilities**. The **G.O. Temp Service** provides persons for temporary work assignments in ministries, agencies, boards and commissions. Reports on staffing activities are provided to ministries, agencies, boards and commissions of the Ontario Public Service.

The Policy and Program Development Section (965-1483) develops policies and programs for staffing the Ontario Public Service. The section provides advice, interpretations and assistance to ministries recruiting and selecting their employees under delegated authority. Ministry personnel administrators and line managers are trained to apply new and established staffing initiatives.

ADMINISTRATIVE SERVICES BRANCH MBC 15
Frost Bldg. S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-1463

Financial and Administrative Services (965-5404) provides budgeting, financial planning and analysis services to senior management and liaises with the Management Board Secretariat on financial and estimates issues. The section is responsible for liaison activities related to accommodation, purchasing, records management and moveable assets control, and for revising and distributing the Public Service Act (loose-leaf edition), the Ontario Manual of Administration, Volume 2, and the Benefits Administrator's Manual.

Information Technology Services (965-1401) provides, maintains and analyzes data on the structure and composition of the Ontario Public Service to support Human Resources Secretariat initiatives. The section assists Human Resources Secretariat branches with, and promotes the use of, information technology strategic planning and provides training and support for systems applications. It also develops the information technology for the access, management and communication of information required by Human Resources Secretariat branches.

Minister's Staff Administration (965-3914) provides administrative support to the Office of the Premier through the development, implementation, maintenance and delivery of an employment and compensation program for contract staff of all Cabinet Ministers and Parliamentary Assistants.

Activity Review (965-3901) conducts and coordinates reviews of activities within the Human Resources Secretariat. The objective of these reviews is to assess opportunities for increased efficiency and effectiveness. The section also liaises with Management Board Secretariat on the Human Resources Secretariat's annual plan and the results of previous reviews.

Personnel Services (965-2065) works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their unit. The section's services include pay, benefits, position administration, position classification, employee benefits counselling, staff relations consulting, client staffing and organizational consulting. The section also supports human resources planning and management within the Human Resources Secretariat and Management Board Secretariat, including such activities as Employment Equity, Strategies for Renewal, performance appraisal, succession planning, effective management practices and organizational effectiveness.

EMPLOYMENT EQUITY BRANCH MBC 16
Frost Bldg. S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-4941

The branch is responsible for the effective management of the employment equity initiative within the Ontario Civil Service. The branch formulates policy, establishes corporate goals and timetables, develops and administers programs and special measures for racial minorities, aboriginal peoples, francophones, persons with disabilities and women; and monitors corporate performance. Two special reports pertinent to the employment equity initiative are available to the general public in print or on audio tape.

MARKETING AND COMMUNICATIONS SERVICES BRANCH MBC 17
Frost Bldg. S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-6403

The branch provides marketing, communication and creative services. It supports the Secretariat's staff in their program responsibilities and in the achievement of strategic goals.

COMMUNICATIONS MBC 18
790 Bay St., Ste. 1102
Toronto M5G 1N8
416-965-5621 (editorial and advertising)
416-965-6581 (focal point; circulation)

The Communications section collects, edits and publishes **topical**, the employee newspaper of the Ontario Civil Service and coordinates and processes personnel **advertising** in **jobmart** and external media, on behalf of Ontario Government ministries and agencies.

Graphic arts and publishing advice and production are provided on request.

EMPLOYEE RELATIONS AND COMPENSATION DIVISION

EMPLOYEE RELATIONS AND COMPENSATION DIVISION MBC 19
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-5443
Fax 416-324-3531

The Employee Relations and Compensation Division is responsible for developing and implementing, in consultation with ministries, corporate policies and initiatives regarding labour relations, occupational health and safety, compensation and benefits. It represents the employer in collective bargaining for working conditions, benefits, compensation and pay equity; it develops and maintains the pay and classification systems for all employees; and it coordinates the implementation of pension policy and the Public Service Superannuation Act.

PENSION POLICY BRANCH MBC 20
Frost Building S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-2059
Fax 416-324-3531

The Pensions Policy Branch is responsible for the development of policy for the public servants' **pension** plan as set out in the Public Service Superannuation Act (PSSA) and

the corresponding Superannuation Adjustment Benefits Act (SABA). Policy development is considered within the context of the Ontario Pension Benefits Act, 1987, and other related provincial and federal Acts. The branch is also responsible for the development of communication strategies to keep plan members and pensioners informed and up-to-date on recent developments in pensions. For questions on the administration of the pension plan, call the respective ministry personnel branch or Employee Benefits and Data Services Branch, Ministry of Government Services (326-3860). The Health and Safety Section coordinates occupational Health and Safety Policy in the **Ontario Public Service**, and provides advice and training for the employer.

BENEFITS POLICY BRANCH MBC 21
Frost Bldg. S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-9419

The Benefits Policy Branch provides research, policy development, interpretation and strategies for **insurable** and non-insurable **benefit** plans for the **Ontario Public Service (OPS) employees**. The branch promotes the development and implementation of processes for the negotiation and administration of benefits; and updates information on benefits to civil servants and **pensioners**. For questions on the administration of benefit plans, call the respective ministry personnel branch. Support is also given to the **Quarter Century Club** of the Province of Ontario (965-5761).

ACTUARIAL SERVICES MBC 22
George Drew Bldg., 1st Flr.
25 Grosvenor St.
Toronto M4Y 1A9
416-965-7877

This office offers consulting services to ministries responsible for the design, cost analysis, and administration of employee benefit programs. Activities include the provision of all actuarial services for the Public Service Superannuation Fund (PSSF) and the Superannuation Adjustment Fund (SAF).

STAFF RELATIONS BRANCH MBC 23
790 Bay St., 10th Flr.
Toronto M5G 1N8
416-965-2002

The Staff Relations Branch represents the Crown as the employer in all **collective bargaining** in the **Ontario Public Service**. Responsibilities include determining and coordinating **labour relations** policy in all ministries; collecting, analyzing and exchanging **statistics** and other data on **employment** and **compensation** practices in the public and private sectors.

PAY AND CLASSIFICATION BRANCH MBC 24
5 Park Home Ave., 5th Flr.
North York M2N 6L4
416-395-1600
Fax 416-395-1614

The branch is responsible for **pay** and classification policies and programs for all management, bargaining unit and management excluded positions in the **Ontario Public Service** (OPS). Responsibilities include developing and maintaining classification programs, pay policy and supporting systems, and recommending pay revisions. The branch also implements pay equity for all government employees.

PUBLIC SERVICE SUPERANNUATION BOARD

PUBLIC SERVICE SUPERANNUATION BOARD MBC 25
c/o Employee Benefits and Data Services Branch
25 Grosvenor St., 17th Flr.
Toronto M7A 1R1
416-965-1709
416-326-3860 General Inquiry

Under the Public Service Superannuation Act, the Board approves **pension** entitlements and evaluates claims for disability and survivor pensions. It also hears appeals of administrative decisions made by the Employee Benefits and Data Services Branch of the Ministry of Government Services.

CIVIL SERVICE COMMISSION

CIVIL SERVICE COMMISSION MBC 26
101 Bloor St. W., Ste. 504
Toronto M5S 1P7
416-963-2267

The Civil Service Commission performs a variety of regulatory and adjudicative functions, oversees and reports on the government's performance as an employer, with particular emphasis on compliance with the Public Service Act and maintenance of the merit principle. Authority for policy development and administration, with respect to human resources management, has been delegated to the Human Resources Secretariat and the ministries.

THE ONTARIO ROUND TABLE ON ENVIRONMENT AND ECONOMY

THE ONTARIO ROUND TABLE ON ENVIRONMENT AND ECONOMY MBC 27
790 Bay St., 10th Flr.
Toronto M5G 1N8
416-586-2032

The Ontario Round Table on Environment and Economy was established by the Premier in direct response to the 1987 reports of the National Task Force on Environment and Economy and the World Commission on Environment and Development (Brundtland Commission).

The Ontario Round Table is composed of 21 senior decision makers representing government, industry, academe, labour, non-government organizations, agriculture and native peoples. Its mission is to foster and promote sustainable development in Ontario.

The Round Table is supported in its activities by a Secretariat.

ACTS

ACTS MBC 28

The Management Board of Cabinet is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the communications branch.

Freedom of Information and Protection of Privacy Act, 1987
Management Board of Cabinet Act, 1971
Public Service Act, 1981
Public Service Superannuation Act

Successor Rights (Crown Transfers Act), 1977
Superannuation Adjustment Benefits Act

LEGISLATIVE OFFICES

Legislative Building
Queen's Park, Toronto M7A 1A2

LEGISLATIVE ASSEMBLY LEGISLATIVE 1

The Legislative Assembly, commonly called the House, consists of 130 **Members of Provincial Parliament** (MPPs) elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or **bills**; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and criticizes the policies put forth by the Premier and the Cabinet. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

Another important feature of the Assembly, designed to enhance the legislative process, is the committee system. Three types of committees, commonly known as Standing Committees, Select Committees and the Committee of the Whole House, review legislation, scrutinize budget estimates, and undertake special studies or investigations.

Standing Committees, composed of Members drawn from each political party, are created and given areas of jurisdiction at the beginning of each session. Meeting while the Legislative Assembly is in session and often during recesses, the committees report from time to time on matters referred to them. Standing Committees are automatically terminated when a session ends.

Select Committees, composed of fewer Members than Standing Committees, are ad hoc groups appointed by the Legislative Assembly to inquire into specific and complex issues. A Select Committee is dissolved once its task is completed.

Committee of the Whole House refers to the Legislative Assembly when it sits to debate certain matters, such as a bill after it has had second reading. The Deputy Speaker or the Chairman of the Committee of the Whole House presides over this sitting.

Information on select and standing committees may be obtained from the Office of the Clerk of the Legislative Assembly, Legislative Building, Queen's Park, Toronto M7A 1A2 (965-1406).

Members of Provincial Parliament and their **constituency offices** are listed below. The list consists of two parts: member/constituency and constituency/member. The member/-constituency list includes constituency addresses and local and toll-free telephone numbers for each MPP. Refer to the Government of Ontario Telephone Directory for MPPs' local telephone numbers in Queen's Park, Toronto.

MEMBER/CONSTITUENCY

Peter Adams, LIB
(Peterborough)
Peterborough Square
360 George St. N.
Peterborough K9H 7E7
705-742-3777

Richard Allen, NDP
(Hamilton West)
196 Locke St. S.
Hamilton L8P 4B4
416-527-2556

Bill Ballinger, LIB
(Durham York)
66 Main St., Unit #2
Mount Albert L0G 1M0
416-473-5103
If long distance dial
1-800-263-7411

Hon. Charles Beer, LIB
(York North)
220 Industrial Parkway S., Unit #38
Aurora L4G 3V6
416-727-1985
416-889-8622

Hon. Ken Black, LIB
(Muskoka-Georgian Bay)
7 Ontario St., Box 1714
Bracebridge P0B 1C0
705-645-2341
If long distance dial
1-800-461-5427 and

516 Elizabeth St.
Midland L4R 2A1
705-526-8671

Maurice Bossy, LIB
(Chatham Kent)
30 Raleigh St.
Chatham N7M 2M7
519-351-3713
If long distance dial
1-800-265-5297

Hon. Jim Bradley, LIB
(St. Catharines)
2 Secord Dr., Unit #2
St. Catharines L2N 1K8
416-935-0018

Andrew S. Brandt, PC
(Sarnia)
155 N. Front St.
Seaway Towers
Sarnia N7T 7V5
519-344-9434

Mike Breaugh, NDP
(Oshawa)
40 King St. W., Ste. 302
Oshawa L1H 1A4
416-723-2411

Mike Brown, LIB
(Algoma Manitoulin)
Algo Centre Shopping Mall
151 Ontario Ave.
Elliot Lake P5A 2T2
705-461-9710 and

71 Centre St.
Espanola P0P 1C0
705-869-4146 and

11 Robinson St.
Box 78
Little Current P0P 1K0
705-368-2227

Marion Bryden, NDP
(Beaches-Woodbine)
2118 Danforth Ave.
Toronto M4C 1J9
416-421-1810

Bob Callahan, LIB
(Brampton South)
24 Queen St. E., Ste. 305
Brampton L6V 1A3
416-453-8453

Sterling Campbell, LIB
(Sudbury)
200 Brady St.
Sudbury P3E 5K3
705-675-1914

Hon. Elinor Caplan, LIB
(Oriole)
30 Esterbrooke Ave., Ste. 201
North York M2J 2C4
416-494-6856

Doug Carrothers, LIB
(Oakville South)
1515 Rebecca St.
Hopedale Mall, Ste. 210
Oakville L6L 5G8
416-847-2011

Brian Charlton, NDP
(Hamilton Mountain)
688 Queensdale Ave. E., 2nd Flr.
Hamilton L8V 1M1
416-388-9734

Bob Chiarelli, LIB
(Ottawa West)
2249 Carling Ave., Ste. 404
Ottawa K2B 7E9
613-596-2016

John Cleary, LIB
(Cornwall)
404 Montreal Rd.
Cornwall K6H 1B7
613-933-6513

Hon. Shirley Collins, LIB
(Wentworth East)
943 Queenston Rd.
Stoney Creek L8G 1B8
416-662-4442
416-664-6500

Hon. Sean G. Conway, LIB
(Renfrew North)
203 Renfrew St.
Pembroke K8A 5S2
613-735-6627
If long distance ask
operator for Zenith 20970

Dave Cooke, NDP
(Windsor-Riverside)
4848 Tecumseh Rd. E., Unit 8
Windsor N8T 1B8
519-944-4343

David Cooke, LIB
(Kitchener)
326 King St. W.
Kitchener N2G 1B7
519-579-5460

Joseph Cordiano, LIB
(Lawrence)
2958 Dufferin St.
Toronto M6B 3S9
416-785-3520

Don Cousens, PC
(Markham)
8444 Woodbine Ave.
Markham L3R 4X7
416-475-0021
If long distance ask
operator for Zenith 70360

Dianne Cunningham, PC
(London North)
666 Wonderland Rd. N.
London N6H 4K9
519-472-0433

Sam Cureatz, PC
(Durham East)
68 King St. E.
Bowmanville L1C 3X2
416-623-6663
If long distance ask
operator for Zenith 13140 and

192 Queen St.,
Port Perry L0B 1N0
416-985-9968 and

13 Taunton Rd. E.
Oshawa L1G 3T6
416-571-2084

Alvin Curling, LIB
(Scarborough North)
5200 Finch Ave. E., Unit 114
Scarborough M1S 4Z4
416-297-5040

Dr. Hans Daigeler, LIB
(Nepean)
Greenbank Sq.
250B Greenbank Rd.
Nepean K2H 8X4
613-596-5685

Mike Dietsch, LIB
(St. Catharines-Brock)
183 King St., Ste. 101
St. Catharines L2R 3J5
416-682-3488

John Eakins, LIB
(Victoria-Haliburton)
1 Russell St. E.
Lindsay K9V 1Z7
705-324-6654
If long distance dial
1-800-461-7672

Hon. Hugh Edighoffer, LIB
(Perth)
156 Waterloo St. S.
Stratford N5A 4B4
519-271-2081
If long distance ask
operator for Zenith 19930

Walt Elliot, LIB
(Halton North)
18C Martin St.
Milton L9T 2P9
416-878-1729

Hon. Murray J. Elston, LIB
(Bruce)
816 Queen St.
Box 565
Kincardine N2Z 2Y9
519-396-4735

Herbert A. Epp, LIB
(Waterloo North)
55 Erb St. E., Ste. 315
Waterloo N2J 4K8
519-886-0780

rnie Eves, PC
(Parry Sound)
159 Marie St.
P. O. Box 490
South River P0A 1X0
705-386-0091
If long distance dial
1-800-461-7511 and

7 Miller St.
Parry Sound P2A 1S7
705-746-4266

Mike Farnan, NDP
(Cambridge)
13 Ainslie St. S.
Cambridge N1R 3J9
519-623-5852

Frank Faubert, LIB
(Scarborough-Ellesmere)
2100 Ellesmere Rd., Ste. 111
Scarborough M1H 3B7
416-438-1242

Joan Fawcett, LIB
(Northumberland)
55 King St. W.
Victoria Hall, 2nd Flr.
Cobourg K9A 2M2
416-372-4000
If long distance dial
1-800-263-3980 and

25 Doxsee St. S.
York Centre, Ste. 201
Campbellford K0L 1L0
705-653-5047

Rick Ferraro, LIB
(Guelph)
179 Woolwich St.
Guelph N1H 3V4
519-836-4190

David G. Fleet, LIB
(High Park-Swansea)
2100 Bloor St. W.
Toronto M6S 4Y7
416-762-6959

Hon. René Fontaine, LIB
(Cochrane North)
12B Byng Ave.
Kapuskasing P5N 1W3
705-335-6400
If long distance ask
operator for Zenith 80880 and

810 George St., Box 2559
Hearst P0L 1N0
705-362-7444

Ed Fulton, LIB
(Scarborough East)
255 Morningside Ave., Ste. 309
Morningside Mall
Scarborough M1E 3E6
416-281-2787

Allan Furlong, LIB
(Durham Centre)
122 Dundas St. W.
Whitby L1N 2L9
416-430-1141

Bernard C. Grandmaître, LIB
(Ottawa East)
127 Beechwood Ave.
Ottawa K1M 1L5
613-744-4484

Ruth Grier, NDP
(Etobicoke-Lakeshore)
2800 Lakeshore Blvd. W.
Toronto M8V 1H5
416-259-2249

Ray Haggerty, LIB
(Niagara South)
228 Catherine St.
Port Colborne L3K 4K8
416-835-8342
If long distance dial
1-800-263-9743 and

2618 Stevensville Rd.
Stevensville L0S 1S0
416-382-2791

Howard Hampton, NDP
(Rainy River)
205 Main St.
Atikokan P0T 1C0
807-597-2629 and

207 3rd St. E.
Fort Frances P9A 1P7
807-274-7619
If long distance dial
1-800-465-8501 and

Box 11, Site 27, R.R. 1
Dryden P8N 2Y4
807-937-6854

Mike Harris, PC
(Nipissing)
374 Fraser St., Ste. 1
North Bay P1B 3W7
705-474-8340
If long distance ask
operator for Zenith 32580 and

229 Main St., 2nd Flr.
Sturgeon Falls P0H 2G0

Hon. Christine Hart, LIB
(York East)
196 O'Connor Dr.
Toronto M4J 2T1
416-425-4560

Dr. Jim Henderson, LIB
(Etobicoke-Humber)
3065 Bloor St. W.
Toronto M8X 1C6
416-236-2702

Chaviva Hošek, LIB
(Oakwood)
485 Oakwood Ave.
Toronto M6E 2W4
416-658-1355

Cam Jackson, PC
(Burlington South)
460 Brant St., Unit #23
Burlington L7R 4B6
416-639-7924

Jack Johnson, PC
(Wellington)
165 King St. W., P.O. Box 838
Mount Forest N0G 2L0
519-323-3991
If long distance dial
1-800-265-2366

Richard F. Johnston, NDP
(Scarborough West)
1680A Kingston Rd.
Scarborough M1N 1S5
416-698-0967

Ron Kanter, LIB
(St. Andrew-St. Patrick)
1075 Bathurst St.
Toronto M5R 3G8
416-588-6565

Vincent G. Kerrio, LIB
(Niagara Falls)
5089 Victoria Ave.
Niagara Falls L2E 4E2
416-357-0681

Ken Keyes, LIB
(Kingston and the Islands)
51 Queen St.
Kingston K7K 1A3
613-547-2385

Peter Kormos, NDP
(Welland-Thorold)
195 East Main St.
Welland L3B 3W7
416-732-6884

Taras Kozyra, LIB
(Port Arthur)
Keskus Mall
230 Park Ave.
Thunder Bay P7B 5L4
807-345-3647

Hon. Monte Kwinter, LIB
(Wilson Heights)
539 Wilson Heights Blvd.
Downsview M3H 2V7
416-630-0080

Floyd Laughren, NDP
(Nickel Belt)
372 Errington St.
Box 808
Chelmsford P0M 1L0
705-855-3531/4366
If long distance ask
operator for Zenith 44270

Linda LeBourdais, LIB
(Etobicoke West)
3843 Bloor St. W.
Etobicoke M9B 1K9
416-234-8088

Laureano Leone, LIB
(Downsview)
3585 Keele St., Ste. 4
Downsview M3J 3H5
416-633-2471

Ron Lipsett, LIB
(Grey)
11 Main St. W.
P. O. Box 470
Markdale N0C 1H0
519-986-3102 and

317 Ninth St. E.
P. O. Box 606
Owen Sound N4K 5R4
519-371-2421

Tony Lupusella, LIB
(Dovercourt)
15 Brandon Ave.
Toronto M6H 2C8
416-588-0552

Keith MacDonald, LIB
(Prince Edward-Lennox)
111 John St.
Napanee K7R 1R1
613-354-4368
If long distance dial
1-800-267-3178 and

Armoury Towne Mall
Main St., Box 660
Picton K0K 2T0
613-476-6732

Bob Mackenzie, NDP
(Hamilton East)
1522 Main St. E.
Hamilton L8K 1E3
416-544-9644

Steven W. Mahoney, LIB
(Mississauga West)
1140 Burnhamthorpe Rd. W., Ste. 126
Mississauga L5C 4E9
416-897-8815

Hon. Remo Mancini, LIB
(Essex South)
21 Princess St.
Leamington N8H 2X8
519-326-2031
If long distance dial
1-800-256-5344

Margaret Marland, PC
(Mississauga South)
106 Lakeshore Rd. E.
Mississauga L5G 1E3
416-278-1557

Shelley Martel, NDP
(Sudbury East)
R. R. 1, Site 3
4527 Elmview Dr.
Hanmer P0M 1Y0
705-969-3621
If long distance ask
operator for Zenith 52970

Gino Matrundola, LIB
(Willowdale)
6095A Yonge St.
Willowdale M2M 3W2
416-733-7878

George R. McCague, PC
(Simcoe West)
Main Legislative Bldg., Rm. 117 N. Wing
Queen's Park, Toronto M7A 1A2
416-965-8983
If long distance dial
1-800-268-7542

Carman McClelland, LIB
(Brampton North)
9780 Bramalea Rd., Ste. 402
Bramalea L6S 2P1
416-458-1310

Jim McGuigan, LIB
(Essex Kent)
83 Ellen St.
Blenheim N0P 1A0
519-676-8157 and

Place Notre Dame
P. O. Box 100
419 Notre Dame
Belle River N5R 1A0
519-728-4100
If long distance dial
1-800-265-3992

Dalton McGuinty, LIB
(Ottawa South)
1729 Bank St., Ste. 5
Ottawa K1V 7Z5
613-733-6801

Allan McLean, PC
(Simcoe East)
41 Coldwater St. E.
Box 2320
Orillia L3V 6S2
705-326-3246
705-835-3244 and

29 Main St.
Penetanguishene L0K 1P0
705-549-4521

Hon. Lyn McLeod, LIB
(Fort William)
Victoriaville Centre
709 Victoria Ave. E.
Thunder Bay P7C 3V4
807-623-9237

Frank Miclash, LIB
(Kenora)
207 First St. S.
Kenora P9N 1C2
807-468-6311 and

Gordon I. Miller, LIB
(Norfolk)
Leisure Living
P. O. Box 69
Jarvis N0A 1J0
519-587-2716
If long distance ask
operator for Zenith 11340 and

19 Ridout St. W.
Tillsonburg N4G 2C8
519-842-6731

Hon. Gilles E. Morin, LIB
(Carleton East)
2057 Meadowbrooke St.
Gloucester K1B 4W7
613-749-9941

Karl Morin-Strom, NDP
(Sault Ste. Marie)
123 March St., Rm. 203
Sault Ste. Marie P6A 2Z5
705-949-6959

Dave Neumann, LIB
(Brantford)
233 Colborne St., Ste. 104
Brantford N3T 2H4
519-759-0361

Cindy Nicholas, LIB
(Scarborough Centre)
2873 Kingston Rd.
Scarborough M1M 1N3
416-261-9525

Brad Nixon, LIB
(York Mills)
Parkwood Village Shopping Mall
1277 York Mills Rd., Ste. 212
Don Mills M3A 1Z5
416-445-4040

Hon. Robert F. Nixon, LIB
(Brant-Haldimand)
63 Grand River St. N.
Paris N3L 2M3
519-442-6445
If long distance ask
operator for Zenith 75820 and

316 Chestnut St.
Dunnville N1A 2H3
416-774-9422

Lily Oddie Munro, LIB
(Hamilton Centre)
346 Main St. E.
Hamilton L8N 1J2
416-529-1277

Hon. Steven Offer, LIB
(Mississauga North)
277 Queen St. S., 2nd Flr.
Streetsville L5M 1L9
416-826-7200

Hon. Hugh P. O'Neil, LIB
(Quinte)
5 Stewart St.
Trenton K8V 6H5
613-392-3038 and

c/o Century Place
199 Front St. S., 1st Level
Belleville K8N 5H5
613-962-1144

Yvonne O'Neill, LIB
(Ottawa Rideau)
2435 Bank St.
Ottawa K1V 8R9
613-738-7768

Bruce Owen, LIB
(Simcoe Centre)
Cedar Point Mall
370 Dunlop St. W., Unit 904
Barrie L4N 5R7
705-737-4242
If long distance dial
1-800-461-5473

Hon. Richard Patten, LIB
(Ottawa Centre)
470 Somerset St. W.
Ottawa K1R 5J8
613-237-0212

Harry Pelissero, LIB
(Lincoln)
800 Ontario St., Unit #4
Beamsville L0R 1B0
416-563-4973
If long distance dial
1-800-263-5423

Hon. David R. Peterson, LIB
(London Centre)
415 Dundas St. E.
London N6B 1V9
519-433-6631

Ed Philip, NDP
(Etobicoke-Rexdale)
1058A Albion Rd., Ste. 204
Rexdale M9V 1A7
416-745-0598

Hon. Gerry Phillips, LIB
(Scarborough-Agincourt)
4002 Sheppard Ave. E., Ste. 204
Scarborough M1S 4R5
416-297-6568

Jean Poirier, LIB
(Prescott-Russell)
2011 Laurier St.
Box 339
Rockland K0A 3A0
613-446-4010
If long distance ask
operator for Zenith 32560 and

151 Main St. E., Ste. 33
Hawkesbury K6A 1A1
613-632-2706
If long distance ask
operator for Zenith 32560

Jim Pollock, PC
(Hastings-Peterborough)
10 North St.
Stirling K0K 3E0
613-395-3317
If long distance ask
operator for Zenith 42400 and

R. R. #7
Peterborough K9J 6X8
705-742-1993

Claudio Polsinelli, LIB
(Yorkview)
2300 Finch Ave. W., Unit 41
Weston M9M 2Y3
416-743-7272

Dianne Poole, LIB
(Eglinton)
2409 Yonge St., Ste. 304
Toronto M4P 2E7
416-482-2480

Alan Pope, PC
(Cochrane South)
84 3rd Ave.
Timmins P4N 1C3
705-267-6989
If long distance ask
operator for Zenith 80770

Gilles Pouliot, NDP
(Lake Nipigon)
Legislative Bldg., Rm. 330
Queen's Park, Toronto M7A 1A2
416-965-9581
If long distance dial
1-800-268-7192

Bob Rae, NDP
(York South)
2603 Eglinton Ave. W.
Toronto M6M 1T3
416-658-8127

Hon. David Ramsay, LIB
(Timiskaming)
29 Duncan Ave.
Kirkland Lake P2N 1X5
705-567-4650
If long distance ask
operator for Zenith 80760 and

524 Ferguson St., Box 429
Haileybury P0J 1K0
705-672-2488

Michael C. Ray, LIB
(Windsor-Walkerville)
3760 Tecumseh Rd. E.
Windsor N8W 1H9
519-948-5005

David Reville, NDP
(Riverdale)
517 Pape Ave.
Toronto M4K 3R3
416-461-0223

Doug Reycraft, LIB
(Middlesex)
60 Pacific Crt., #15
London N5V 3K4
519-455-9696
If long distance dial
1-800-265-1524 and

71-C Front St. W.
Strathroy N7G 1X6
519-245-4840
If long distance ask
operator for Zenith 64740

Jack Riddell, LIB
(Huron)
Devon Bldg.
476 Main St.
Exeter N0M 1S0
519-235-0170
If long distance ask
operator for Zenith 14730 and

43 West St.
Goderich N7A 2K5
519-524-9444 and

198 Josephine St.
Wingham N0G 2W0
519-357-2463

Marietta Roberts, LIB
(Elgin)
540 Talbot Ave.
St. Thomas N5P 1C4
519-631-0666
If long distance dial
1-800-265-7638 and

182 Main St.
West Lorne N0L 2P0
519-768-2930

Robert Runciman, PC
(Leeds-Grenville)
32 Wall St.
Brockville K6V 4R9
613-342-9522
If long distance ask
operator for Zenith 20210

Tony Ruprecht, LIB
(Parkdale)
1079 College St.
Toronto M6H 1B4
416-535-3158

Hon. Ian G. Scott, LIB
(St. George-St. David)
455 Parliament St.
Toronto M5A 3A3
416-964-8663

David W. Smith, LIB
(Lambton)
4204 Petrolia St., Unit 3
Box 663
Petrolia N0N 1R0
519-882-2547
If long distance ask
operator for Zenith 63250 and

2 Main St. S.
Box 378
Forest N0N 1J0
519-786-6200 and

197 Hill Street
Corunna N0N 1G0
519-862-2289
If long distance ask
operator for Zenith 63250
(open on Wednesday, 12:30pm - 7:00pm)

Joan E. Smith, LIB
(London South)
603 Wellington Rd. S.
London N6C 4R3
519-668-0064

John Sola, LIB
(Mississauga East)
35 King St. E., Ste. 14B
Mississauga L5A 4E2
416-276-1010

Hon. Gregory Sorbara, LIB
(York Centre)
Maple Piaza
2535 Major Mackenzie Dr., Ste. 210
Maple L0J 1E0
416-832-3500

Larry South, LIB.
(Frontenac Addington)
654 Norris Crt.
Kingston K7P 2R9
613-389-7513
If long distance dial
1-800-267-2216

Norman Sterling, PC
(Carleton)
4 Mill St.
P. O. Box 535
Manotick K0A 2N0
613-692-2403
If long distance dial
1-800-267-1020

Norah Stoner, LIB
(Durham West)
2 Randall Dr.
Office 1 (Corner Church St. & Randall Dr.)
Pickering Village
Ajax L1S 6E6
416-683-6707

Barbara Sullivan, LIB
(Halton Centre)
3067 Mainway Dr.
Burlington L7M 1A1
416-332-5500

Hon. John R. Sweeney, LIB
(Kitchener-Wilmot)
277 Manitou Dr., Unit D
Kitchener N2C 1L4
519-893-1282

Charlie Tatham, LIB
(Oxford)
21 Market Square
Woodstock N4S 7W8
519-537-5222
If long distance dial
1-800-265-4046

Murad Velshi, LIB
(Don Mills)
75 The Donway West, Ste. 303
Don Mills M3C 2E8
416-391-2508

Noble Villeneuve, PC
(Stormont-Dundas-Glengarry)
P. O. Box 238
Moose Creek K0C 1W0
613-538-2408
If long distance dial
1-800-267-7176

Hon. Chris Ward, LIB
(Wentworth North)
23 Main St.
Dundas L9H 2P7
416-627-5955
If long distance ask
operator for Zenith 47350

Bud Wildman, NDP
(Algoma)
Box 1114
Sault Ste. Marie P6A 5N7
705-649-2020
If long distance dial
1-800-461-0806

Hon. Mavis Wilson, LIB
(Dufferin Peel)
259 Broadway Ave.
Orangeville L9W 1K6
519-941-7751
If long distance dial
1-800-265-9100

Douglas J. Wiseman, PC
(Lanark-Renfrew)
10 Sunset Blvd.
Perth K7H 2Y2
613-267-5210
If long distance ask
operator for Zenith 38700 and

740 Stewart St. N.
Unit 8C, Renfrew Mall
Renfrew K7V 4G8
613-432-3206
If long distance dial
1-800-267-5877

Hon. Bob Wong, LIB
(Fort York)
750 Dundas St. W., Ste. B-08
Toronto M6J 3S3
416-363-9664

Hon. William Wrye, LIB
(Windsor-Sandwich)
1010 University Ave. W., Ste. 103
Windsor N9A 5S4
519-258-2626

CONSTITUENCY/MEMBER

Algoma
Bud Wildman, NDP

Algoma-Manitoulin
Mike Brown, LIB

Beaches-Woodbine
Marion Bryden, NDP

Brampton North
Carman McClelland, LIB

Brampton South
Bob Callahan, LIB

Brantford
Dave Neumann, LIB

Brant-Haldimand
Hon. Robert F. Nixon, LIB

Bruce
Hon. Murray J. Elston, LIB

Burlington South
Cam Jackson, PC

Cambridge
Mike Farnan, NDP

Carleton
Norman Sterling, PC

Carleton East
Hon. Gilles E. Morin, LIB

Chatham-Kent
Maurice Bossy, LIB

Cochrane North
Hon. René Fontaine, LIB

Cochrane South
Alan Pope, PC

Cornwall
John Cleary, LIB

Don Mills
Murad Velshi, LIB

Dovercourt
Tony Lupusella, LIB

Downsview
Laureano Leone, LIB

Dufferin-Peel
Hon. Mavis Wilson, LIB

Durham Centre
Allan Furlong, LIB

Durham East
Sam Cureatz, PC

Durham West
Norah Stoner, LIB

Durham-York
Bill Ballinger, LIB

Eglinton
Dianne Poole, LIB

Elgin
Marietta Roberts, LIB

Essex-Kent
Jim McGuigan, LIB

Essex South
Hon. Remo Mancini, LIB

Etobicoke-Humber
Dr. Jim Henderson, LIB

Etobicoke-Lakeshore
Ruth Grier, NDP

Etobicoke-Rexdale
Ed Philip, NDP

Etobicoke West
Linda LeBourdais, LIB

Fort William
Hon. Lyn McLeod, LIB

Fort York
Hon. Bob Wong, LIB

Frontenac-Addington
Larry South, LIB

Grey
Ron Lipsett, LIB

Guelph
Rick Ferraro, LIB

Halton Centre
Barbara Sullivan, LIB

Halton North
Walt Elliot, LIB

Hamilton Centre
Lily Oddie Munro, LIB

Hamilton East
Bob Mackenzie, NDP

Hamilton Mountain
Brian Charlton, NDP

Hamilton West
Richard Allen, NDP

Hastings-Peterborough
Jim Pollock, PC

High Park-Swansea
David G. Fleet, LIB

Huron
Jack Riddell, LIB

Kenora
Frank Miclash, LIB

Kingston & the Islands
Ken Keyes LIB

Kitchener
David Cooke, LIB

Kitchener-Wilmot
Hon. John R. Sweeney, LIB

Lake Nipigon
Gilles Pouliot, NDP

Lambton
David W. Smith, LIB

Lanark-Renfrew
Douglas J. Wiseman, PC

Lawrence
Joseph Cordiano, LIB

Leeds-Grenville
Robert Runciman, PC

Lincoln
Harry Pelissero, LIB

London Centre
Hon. David R. Peterson, LIB

London North
Dianne Cunningham, PC

London South
Joan E. Smith, LIB

Markham
Don Cousens, PC

Middlesex
Doug Reycraft, LIB

Mississauga East
John Sola, LIB

Mississauga North
Hon. Steven Offer, LIB

Mississauga South
Margaret Marland, PC

Mississauga West
Steve W. Mahoney, LIB

Muskoka-Georgian Bay
Hon. Ken Black, LIB

Nepean
Dr. Hans Daigeler, LIB

Niagara Falls
Vincent G. Kerrio, LIB

Niagara South
Ray Haggerty, LIB

Nickel Belt
Floyd Laughren, NDP

Nipissing
Mike Harris, PC

Norfolk
Gordon I. Miller, LIB

Northumberland
Joan Fawcett, LIB

Oakville South
Doug Carrothers, LIB

Oakwood
Chaviva Hošek, LIB

Oriole
Hon. Elinor Caplan, LIB

Oshawa
Mike Breaugh, NDP

Ottawa Centre
Hon. Richard Patten, LIB

Ottawa East
Bernard C. Grandmaître, LIB

Ottawa-Rideau
Yvonne O'Neill, LIB

Ottawa South
Dalton McGuinty, LIB

Ottawa West
Bob Chiarelli, LIB

Oxford
Charlie Tatham, LIB

Parkdale
Tony Ruprecht, LIB

Parry Sound
Ernie Eves, PC

Perth
Hon. Hugh Edighoffer, LIB

Peterborough
Peter Adams, LIB

Port Arthur
Taras Kozyra, LIB

Prescott-Russell
Jean Poirier, LIB

Prince Edward-Lennox
Keith MacDonald, LIB

Quinte
Hon. Hugh P. O'Neil, LIB

Rainy River
Howard Hampton, NDP

Renfrew North
Hon. Sean G. Conway, LIB

Riverdale
David Reville, NDP

Sarnia
Andrew S. Brandt, PC

Sault Ste. Marie
Karl Morin-Strom, NDP

Scarborough-Agincourt
Hon. Gerry Phillips, LIB

Scarborough Centre
Cindy Nicholas, LIB

Scarborough East
Ed Fulton, LIB

Scarborough-Ellesmere
Frank Faubert, LIB

Scarborough North
Alvin Curling, LIB

Scarborough West
Richard F. Johnston, NDP

Simcoe Centre
Bruce Owen, LIB

Simcoe East
Allan McLean, PC

Simcoe West
George R. McCague, PC

St. Andrew-St. Patrick
Ron Kanter, LIB

St. Catharines
Hon. Jim Bradley, LIB

St. Catharines-Brock
Mike Dietsch, LIB

St. George-St. David
Hon. Ian G. Scott, LIB

Stormont-Dundas-Glengarry
Noble Villeneuve, PC

Sudbury
Sterling Campbell, LIB

Sudbury East
Shelley Martel, NDP

Timiskaming
Hon. David Ramsay, LIB

Victoria-Haliburton
John Eakins, LIB

Waterloo North
Herbert A. Epp, LIB

Welland-Thorold
Peter Kormos, NDP

Wellington
Jack Johnson, PC

Wentworth East
Hon. Shirley Collins, LIB

Wentworth North
Hon. Chris Ward, LIB

Willowdale
Gino Matrundola, LIB

Wilson Heights
Hon. Monte Kwinter, LIB

Windsor-Riverside
Dave Cooke, NDP

Windsor-Sandwich
Hon. William Wrye, LIB

Windsor-Walkerville
Michael C. Ray, LIB

York Centre
Hon. Gregory Sorbara, LIB

York East
Hon. Christine Hart, LIB

York Mills
Brad Nixon, LIB

York North
Hon. Charles Beer, LIB

Yorkview
Claudio Polsinelli, LIB

York South
Bob Rae, NDP

SPEAKER OF THE LEGISLATIVE ASSEMBLY LEGISLATIVE 2
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-2331

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations. The Speaker also chairs the **Board of Internal Economy** which governs the Assembly's financial affairs, including the review of the estimates. The office includes the **Sergeant-at-Arms** (965-4625), the **Pages** (965-1405) employed during sessions, and the **Legislative Attendants** (965-2086) and provides information on the schedule of sittings and sessions of the **Legislature**.

CLERK OF THE LEGISLATIVE ASSEMBLY

CLERK OF THE LEGISLATIVE ASSEMBLY LEGISLATIVE 3
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-2700
(Collect calls accepted)

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. Responsibilities include advising the Speaker and members of the **Legislature** on questions of procedure and interpretation of rules and practices of the House. The Clerk's Office provides advice on drafting motions and on Petitions to Parliament.

The Clerk is also Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for co-ordinating the activities of the branch and the Legislature with other Parliaments.

The office is responsible for simultaneous **interpretation services** (English and French) in both the Chamber and the Amethyst Room. Visitors may obtain receiving devices in the main lobby of the Legislature. Any questions about this service or **French language services** in general should be addressed to the Manager at 324-4934.

COMMITTEES BRANCH LEGISLATIVE 4
Whitney Block, Rm. 1521
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-963-1300
(Collect calls accepted)
Fax 416-324-4617

The Committees Branch provides procedural and administrative support to **standing** and **select committees** of the Legislative Assembly, and offers advice and assistance on the drafting of motions relating to committee business. The branch will answer questions about parliamentary procedure in committees, matters referred to and being considered in committees, and dates and times of committee meetings. Callers will be referred to specific committee clerks for more detailed information on committee matters.

JOURNALS BRANCH LEGISLATIVE 5
Legislative Building
Queen's Park, Toronto M7A 1A2
416-965-1406
(Collect calls accepted)

The Journals Branch coordinates daily publication of the **Orders and Notices** paper, **Votes and Proceedings** and daily Business paper. These documents, which contain the matters before the House, are the official record of the activities of the Legislature. The branch compiles and distributes an interim and final **Status of Business Report** for each Session, consisting of information on legislation, expenditure estimates, committee orders of reference, speakers on the Throne and Budget Debates, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the Clerk's Office, and available for public inspection. Disclosures with respect to holdings and interests of all Members of the House are filed with the Clerk, and available for public inspection in this office. The branch will also answer questions on the status of **legislation (bills)** from current and previous Sessions of the Legislature.

INFORMATION SERVICES BRANCH LEGISLATIVE 6
Legislative Building
Queen's Park, Toronto M7A 1A2
416-965-8653

The Information Services Branch is responsible for the **Broadcast & Recording Service**, the accreditation of visiting media, and liaison between the Queen's Park Press Gallery and the Speaker's Office.

The Broadcast & Recording Service operates the **Ontario Legislative Television Satellite Network (ONT.PARL.)**, the audio recording of House and Committee proceedings for transcription by Hansard, and the "in-house" closed circuit **television** system.

HANSARD REPORTING SERVICE LEGISLATIVE 7
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-1456

The Hansard Reporting Service covers the sittings of the **Legislature** of Ontario and its committees, and publishes an official report **(Hansard)**. Index information on Hansard for the current session of the Legislature can be obtained by calling 965-2159. Hansard is distributed to each Member of Provincial Parliament (MPP) and can also be obtained at the Publications Ontario Bookstore, 880 Bay St., Toronto, (326-5320), and most libraries. For subscriptions, contact Sessional Subscriptions, Publications Ontario, Ministry of Government Services, 5th Flr., 880 Bay St., Toronto, M7A 1N8 (326-5311 or Toll-free 1-800-668-9938).

OFFICE OF THE EXECUTIVE DIRECTOR ASSEMBLY SERVICES

OFFICE OF THE EXECUTIVE LEGISLATIVE 8
DIRECTOR ASSEMBLY SERVICES
Whitney Block, Rm. 1603
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A7
416-324-3704

The Office of the Executive Director of Assembly Services is responsible for the overall administration of Accomodation and Building Services for the Legislative Assembly.

The service areas are Accomodation and Building Services, Food and Beverage Services, Parliamentary Public Relations and the Barber Shop.

PARLIAMENTARY PUBLIC RELATIONS LEGISLATIVE 9
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-4028

Parliamentary Public Relations conducts, in both English and French, individual and group **tours** of the **Legislative** Building. Multilingual tours are also available. Legislative information officers explain the history of the building, discuss the workings of Ontario's parliamentary system, and answer questions. **Art** tours of the Legislative Building can be booked upon request. An outreach program is also available. During sessions, the office will process passes for the public galleries.

An **information service** for the visiting public is located at the main entrance to the Legislative Building. Staff answer questions and provide tourist information on attractions in Toronto and Ontario. A gift shop containing Ontario **souvenirs** (Mastercard and Visa accepted) is located in the main lobby of the Legislature.

Parliamentary Public Relations provides assistance to the Speaker and Members of Provincial Parliament travelling outside Queen's Park as delegates of the Legislative Assembly. Programs are prepared and implemented for special guests visiting the Assembly from other jurisdictions. This office also coordinates and plans many special events in the Legislative Building.

ACCOMMODATION AND BUILDING SERVICES LEGISLATIVE 10
Whitney Block, Rm. 3540
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-324-6949

Accommodation Services is responsible for all building maintenance, alterations, repair, capital improvement and telephone installation and repair for the Legislative Assembly. Building Services are delivered, through special agreement with the Ministry of Government Services, Legislative Services Section (965-6415) and include provision of mail, usher and messenger services, policing of parking, housekeeping, laundry and grounds maintenance.

FOOD AND BEVERAGE SERVICES LEGISLATIVE 11
Legislative Bldg., Rm. B29E
Queen's Park, Toronto M7A 1A2
416-965-2011

Food and Beverage Services operates the **Legislative Dining Room** which offers **Members of Provincial Parliament** (MPP's), staff and visitors facilities for luncheons and dinners, a cafeteria for occupants of the Legislative Building, and **Steward Services** for the Dining Room and the **Press Gallery Lounge**. Catering services are provided throughout the Legislative Building.

OFFICE OF THE EXECUTIVE DIRECTOR LEGISLATIVE LIBRARY

OFFICE OF THE EXECUTIVE DIRECTOR LEGISLATIVE LIBRARY — LEGISLATIVE 12
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-4545

The Legislative Library provides reference and information services to **Members of Provincial Parliament** (MPPs) and staff, officers of the Legislative Assembly, caucus staff for the three parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs. The Library's collection includes extensive social science and legal materials; Canadian, provincial and United States government **publications**; and major daily and weekly Ontario newspapers. MPPs may obtain press clippings from selected **newspapers** through the **Press Clipping Service**, 700 Bay St., Ste. 1402 (965-2088).

The **Checklist and Catalogue Service**, 180 Bloor St. W., 5th Flr. (963-1995) compiles a bilingual monthly checklist and annual catalogue of Ontario Government publications.

OFFICE OF THE CONTROLLER

OFFICE OF THE CONTROLLER — LEGISLATIVE 13
Whitney Block, 2nd Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-9494

The Office of the Controller provides financial, personnel and associated administrative services for Members of Provincial Parliament (MPPs) and staff, the three party caucuses, MPP constituency offices, and various offices under the Legislative Assembly. The Controller's Office acts as secretariat to the Assembly's Board of Internal Economy.

LEGISLATIVE INFORMATION SYSTEMS BRANCH — LEGISLATIVE 14
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-1530

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to the Members, their staff and other service branches of the Assembly.

The Members' System provides all members' offices with office automation services and links them with their caucus offices and the support service branches.

Information Systems Services are supported by LIS through the following three sections:

User Education and Support offers a range of education and training options including classroom instruction, self-paced training and one-on-one instruction. It also provides direct user support.

Systems Planning and Development is responsible for coordinating, developing and implementing the future technology plans for the Assembly.

Systems Administration manages the daily operations of the Member's System, the Library OA (Office Automation) System and connects these systems networks to the users. This section also provides technical expertise in data communication, micro-computers and systems documentation requirements.

FINANCE BRANCH LEGISLATIVE 15
Whitney Block, 2nd Flr., Rm. 2630
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-9489

The Finance Branch provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, payroll, revenue and accounts receivable. The branch offers financial planning and analysis services which include the coordination of annual resource allocation for estimates and the undertaking of improvement initiatives through an operational review program.

HUMAN RESOURCES BRANCH LEGISLATIVE 16
Whitney Block, 2nd Flr., Rm. 2540
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-9492

The Human Resources Branch offers personnel services as recruitment, staffing, training and development, staff relations, policy development and establishment of classification, compensation, and benefits. Benefits administration is also provided for MPPs and their staff, and all caucuses.

SUPPLY AND SERVICES BRANCH LEGISLATIVE 17
Whitney Block, 2nd Flr., Rm. 2420
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-6222

Supply and Services Branch provides purchasing, central receiving and coordination of assets for the Legislative Assembly. The branch also coordinates all furniture, equipment and telephone requirements for constituency offices across Ontario.

COMMISSION ON ELECTION FINANCES LEGISLATIVE 18
151 Bloor St. W., Ste. 800
Toronto M5S 1S4
416-965-0455
Fax 416-324-3430

The Commission on Election Finances administers the **Election Finances Act**, 1986, which provides for registration of Ontario's **political** parties, constituency (riding) associations, candidates in by-elections and provincial elections, and leadership contestants. During a provincial **election** campaign, the Commission supervises limits on campaign expenses and political contributions to registered parties, constituency associations and candidates, and imposes a time period for **advertising**.

Political parties and candidates may obtain **subsidies** for campaign expenses by filing audited campaign period statements of income and expenses, and annual financial statements, including assets and liabilities. Tax credit receipts are provided for contributions, within set limits, to parties, riding associations and candidates. Leadership contestants must file audited financial statements of income, including a list of contributions over 100, and expenses. There are no limits on contributions, but also no tax credits for leadership contestants. All filings are made public.

Section 72 of the Legislative Assembly Act requires the Commission to review annually the indemnities and allowances of members of the Assembly. Recommendations are reported to the Speaker for presentation to the Assembly.

The Commission also administers Part III of the **Municipal Elections Act**, providing for the registration of candidates at a local government election. Municipal candidates must also file campaign period statements of income and expenses. The Municipal Elections Act imposes limits on contributions and expenses and provides for a tax credit or rebate system.

CHIEF ELECTION OFFICER LEGISLATIVE 19
70 Lombard St.
Toronto M5C 1M3
416-965-6831
Fax 416-965-0845

Under the **Ontario Election Act**, the Office of the Chief Election Officer (Elections Ontario) conducts provincial elections. It coordinates appointment, training and payment of **election** officials, and arranges rentals, equipment and supplies for polling places. Other responsibilities include directing and supervising local Returning Officers in 130 **electoral districts**; providing a public information film, "Securing the Vote"; and publishing **historical** information, dating back to 1867, about provincial elections, **legislatures**, cabinets and **political** candidates. The office maintains an Index of Provincial Electoral Districts by street name and number to assist persons seeking their electoral district and the name, telephone number and contact address of their **Member of Provincial Parliament** (MPP). See the Legislative Assembly entry for a list of MPPs and their constituency offices.

GOVERNMENT CAUCUS OFFICE LEGISLATIVE 20
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-8512

The Liberal Party (LIB) is at present the party in power. Each Member of Provincial Parliament (MPP) belonging to the Liberal Party is part of the Government Caucus. The **Caucus** deliberates policies and programs which will become part of **legislation** to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).

NEW DEMOCRATIC PARTY CAUCUS OFFICE LEGISLATIVE 21
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-3311

The New Democratic Party (NDP) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the NDP takes part in the NDP **Caucus**. The Caucus Office handles inquiries from the public and other governmental jurisdictions about caucus policies and activities. For general information, phone 965-3311. To contact the NDP Research Office, phone 965-5392. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly).

PROGRESSIVE CONSERVATIVE PARTY CAUCUS OFFICE LEGISLATIVE 22
Legislative Bldg., Rm. 169
Queen's Park, Toronto M7A 1A2
416-965-2337

Each Member of Provincial Parliament (MPP) representing the Progressive Conservative Party (PC) belongs to the Progressive Conservative Party **Caucus**. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Assistance is provided to PC Caucus Members by PC Research 963-3140, PC Communications 963-3997, and PC Administrtation 965-2036. The Caucus, Research, and Communications offices respond to inquiries and requests for assistance from the public. The Office of the Leader of the PC Party can be contacted at 965-1676. In addition, to his/her Queen's Park office each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).

OMBUDSMAN LEGISLATIVE 23
125 Queen's Park
Toronto M5S 2C7
416-586-3300
Toll-Free 1-800-263-1830
Fax 416-586-3485

The Ombudsman's Office administers the Ombudsman Act. An officer of the Legislature of Ontario, the Ombudsman investigates, with specified exceptions, any decision, recommendation, act or omission made by a ministry or agency of the Ontario Government. Annual reports are presented to the Speaker of the Legislature. Complaints should be made in writing; however, complainants can visit or call the above multilingual office, or those listed below. Ombudsman offices are also listed in all Ontario telephone directories under 'Ombudsman Ontario'.

223 First St. S.
Kenora P9N 1C2
807-468-3091

402 Adelaide St. N.
London N6B 3H6
519-432-1117

P. O. Box 508
North Bay P1B 8J1
705-476-5800

308-151 Slater St.
Ottawa K1P 5H3
613-234-6421

500 Bay St.
Sault Ste. Marie P6A 1X5
705-759-2871

213 Red River Rd.
Thunder Bay P7B 1A5
807-345-9235

30-32 Balsam St. S.
Timmins P4N 2C6
705-268-2161

1695 University Ave. W., Unit F
Windsor N9B 1C3
519-977-8006

21 Durham St.
Sudbury P3C 5E2
705-671-9880

PROVINCIAL AUDITOR LEGISLATIVE 24
Atrium on Bay
Box 105
20 Dundas St. W.
Toronto M5G 2C2
416-974-9866
Fax 416-324-7012

Appointed under the **Audit Act**, the Provincial Auditor examines the accounts of the province and agencies of the Crown, and makes annual reports to the Legislature. Audited financial statements of the province, some **agencies** of the Crown and **Crown corporations** are reproduced in the Public Accounts of Ontario, Volumes I and II. These publications and the Annual Report of the Provincial Auditor may be obtained from Publications Ontario, 880 Bay St., Toronto (326-5320).

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO LEGISLATIVE 25
80 Bloor St. W., Ste. 1700
Toronto M5S 2V1
416-326-3333
Toll-free 1-800-387-0073

The Information and Privacy Commissioner oversees Ontario's **Freedom of Information** and Protection of Privacy Act. Responsibilities include ensuring that ministries, agencies, boards, commissions, corporations of the provincial government and other bodies covered by the Act comply with its provisions and apply the standards of privacy protection set out in the law. The Commissioner also reviews decisions where access to information has been denied to a member of the public. This office reports directly to the Legislative Assembly.

ACTS

ACTS LEGISLATIVE 26

The Legislative Assembly Office is responsible for the Acts listed below.

Election Act, 1984
Election Finances Act, 1986
Legislative Assembly Act
Legislative Assembly Retirement Allowances Act
Ombudsman Act

MINISTRY OF AGRICULTURE AND FOOD

801 Bay St.
Toronto M7A 2B2

The Ministry of Agriculture and Food is one of the oldest ministries in the Ontario Government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the name was changed to the Department of Agriculture and Food and subsequently, Ministry, to reflect its responsive role in the entire food production chain.

The Ministry of Agriculture and Food is divided into three major groups: Finance and Administration; Marketing and Standards; Technology and Field Services. Each is headed by an Assistant Deputy Minister reporting to the Deputy Minister.

Finance and Administration is responsible for seven branches: Crop Insurance and Stabilization, Farm Assistance Programs, Financial and Support Services, Foodland Preservation, Management Systems, Human Resources and Audit Services. This group is also responsible for the Employment Equity Program.

Marketing and Standards has two divisions. Marketing Division consists of Farm Products Marketing Branch, Food Processing Branch and Market Development Branch. Quality and Standards Division contains the Dairy Inspection Branch, Financial Protection Unit, Fruit and Vegetable Inspection Branch and Livestock Inspection Branch.

Technology and Field Services has two divisions, with seven branches and five agricultural colleges. Advisory and Technical Services Division includes Agricultural Representatives, Animal Industry, Plant Industry, Agricultural Laboratory Services, Veterinary Laboratory Services and Soil and Water Management Branches. Education and Research Division is responsible for Agricultural Engineering Services, Rural Organizations and Services, Horticultural Research Institute, agricultural colleges and the Ontario Agricultural Museum.

Reporting directly to the Deputy Minister are Communications Branch, which provides service and advice to all segments of the Ministry, Economics and Policy Coordination Branch, French Language Services, Legal Branch and the Guelph Development Branch.

CONSUMER INFORMATION CENTRE AG & FOOD 1
801 Bay St., Main Flr.
Toronto M7A 2B2
416-326-3400

The Consumer Information Centre is a storefront operation for the Ministry. This Centre was established in November 1983 to provide an information service to the public in the areas of general **agriculture**, **horticulture** and **home economics**.

The agriculturist responds to a broad range of inquiries on **farming** for beginners and landed **immigrants**, **soil maps** and Ministry programs (326-3413). The horticulturist answers questions from home **gardeners**, and people interested in general horticulture. Topics include lawns, ornamentals, fruits, vegetables, pesticides, fertilizers, soils and general horticulture crop information (326-3417). Home economists respond to inquiries on **food** and **nutrition** including food preservation, preparation and **safety** (326-3418).

The Centre is responsible for the distribution of Ministry of Agriculture and Food **publications** to the general public.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH AG & FOOD 2
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3020

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits. The branch also publishes **OMAF News** which is mailed to 72,000 Ontario farmers 10 times annually.

GUELPH DEVELOPMENT BRANCH AG & FOOD 3
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3361

The Guelph Development Branch administers the Guelph Development Project with the mandate to oversee the relocation of the Toronto head office to Guelph, the consolidation of existing facilities in Guelph, and the construction of an office/lab complex. The lab facilities will include a Food Quality and Safety Laboratory and a Pesticide Residue and Trace Contaminants Testing Laboratory.

The branch is also responsible for the distribution of information about the ministry's relocation and the construction of the Guelph office/lab complex to ministry staff, the general public and ministry clients.

FRENCH LANGUAGE SERVICES AG & FOOD 4
801 Bay St., 12th Flr.
Toronto M7A 1A3
416-326-3370

The French Language Services Coordinator provides guidance and assistance to all levels of management relating to the planning and effective delivery of programs, activities and services in French, within the Ministry's guidelines.

The Coordinator acts as the Deputy Minister's advisor on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the Ministry, and making constructive recommendations.

ECONOMICS AND POLICY COORDINATION BRANCH AG & FOOD 5
801 Bay St., 4th Flr.
Toronto M7A 1B6
416-326-3210

The Economics and Policy Coordination Branch serves the Ministry, government committees and the agricultural industry (marketing boards, administrative bodies, farmers) by assembling and interpreting **agricultural economic** information. The branch coordinates and analyzes long-term agriculture and food policy developments; liaises with Management Board, Treasury, Cabinet Office and other central agencies; and expedites the legislative process of the Ministry. **Research** into **farm** costs and business management, marketing methods and agricultural policy and trade is conducted by the branch. It gathers and publishes a wide range of agricultural **statistics**, and monitors economic developments in the industries supplying input to agriculture, the industries processing farm commodities and the sectors taking commodities to consumers. The branch also provides daily farm market **broadcasts** for over 30 Ontario Radio and TV stations (326-3800). From offices in Chatham and Vineland Station (see County and District Field Offices

entry), field staff carry on economic research projects; liaise with other field office staff and marketing boards; and provide consulting services to farm organizations, individual farmers and processing industries.

LEGAL BRANCH AG & FOOD 6
801 Bay St., 10th Flr.
Toronto M7A 2B2
416-326-3384

The Legal Branch counsels the Ministry on legal matters, including interpretation of statutes and regulations, and preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies the Ministry with general legal services such as preparing litigation, settling claims and acting at court hearings.

ASSISTANT DEPUTY MINISTER FINANCE ADMINISTRATION

FINANCIAL AND SUPPORT SERVICES BRANCH AG & FOOD 7
801 Bay St., 2nd & 3rd Flrs.
Toronto M7A 2A3
416-326-3200

The Financial and Support Services Branch provides financial planning, general accounting, administrative and office services for the Ministry.

The Financial Planning and Information Unit offers financial and management support at the corporate level, i.e., estimates preparation, budget planning, maintenance and financial reporting, results planning and financial management improvement activities. The unit also functions as a liaison with Management Board of Cabinet.

General Accounting is responsible for processing payroll, travel and employee relocation, accounts payable, grants, subsidies, revenue and journal entries.

Library Services provides manual and automated information services, and coordinates subscriptions for all periodicals. It allows public access to Ministry publications, statutes, and regulations. The **library** is also the designated Freedom of Information **reading room** which, under the Freedom of Information and Privacy Act, provides access to information held by the Ministry, gives individuals access to their personal information and ensures the protection of the information.

Purchasing and Administrative Services offers a wide range of services: records retention scheduling, file classification systems, forms management and central registry facilities; mail distribution services; centralized stationery and supply services; publications warehouse operation for over 900 publications, posters, corporate brochures and Foodland Ontario promotional materials; high volume copying to Head Office, the Guelph Agriculture Centre and outlying offices, including custom print work; office accommodation, space management, special equipment installations, and office equipment moves; control of the Ministry's purchasing activities, fleet of 800 vehicles, Bell Canada credit cards, Ontario Communications Network booklets and employees' IDs.

HUMAN RESOURCES BRANCH AG & FOOD 8
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3715

The Human Resources Branch is responsible for the establishment of Ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, staff recruitment, benefits counselling, **employment equity**, staff training and development, occupational health and safety, human resources planning, staff relations, personnel and employee benefit records, and

all matters affecting working conditions and performance. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Human Resources Secretariat, Management Board Secretariat and Ontario Public Service Employees Union (OPSEU).

AUDIT SERVICES BRANCH AG & FOOD 9
2 Carlton St.
Toronto M5B 1J3
416-326-3776

The Audit Services Branch is responsible for carrying out independent reviews and appraisals of the Ministry's financial, administrative and operational programs. This is achieved by conducting management, EDP, attest compliance audits and special investigations. The branch assists management to improve the efficiency, economy and effectiveness of Ministry programs by reviewing specific areas of concern and reporting on the adequacy of internal financial, management and operational controls.

FOODLAND PRESERVATION AND FINANCIAL PROGRAMS DIVISION

CROP INSURANCE COMMISSION OF ONTARIO AG & FOOD 10
801 Bay St., 5th Flr.
Toronto M7A 1B7
416-326-3276

The Crop Insurance Commission of Ontario makes available to farmers **insurance** plans to protect 52 commercially grown crops against natural hazards. The Commission administers the Crop Insurance Act.

FARM INCOME STABILIZATION COMMISSION AG & FOOD 11
801 Bay St., 5th Flr.
Toronto M7A 1B7
416-326-3276

Farm income stabilization plans are available to provide **financial assistance** during times of low prices for the following **crops**: barley, soybeans, winter wheat, corn, oats, canola, seed corn, popcorn and potatoes. The Farm Income Stabilization Commission guarantees participating producers a price equal to 95 per cent of the previous five-year average market price, adjusted for changes in cash costs. The Commission also administers the Farm Income Stabilization Act.

FARM ASSISTANCE PROGRAMS BRANCH AG & FOOD 12
801 Bay St., 10th Flr.
Toronto M7A 2B2
416-326-3492

The Farm Assistance Programs Branch is responsible for agricultural financial policy (**grants** and **subsidies**), **credit** and **taxation** policy, assessment of existing programs, development of new programs and program administration. It provides **information** about financial policies and financial assistance programs in **agriculture**.

The branch administers the following programs: **Farm Operating Credit Assistance Program (FOCAP); Ontario Beginning Farmer Assistance Program; Ontario Farm-Start; Ontario Young Farmer Credit Program; Junior Farmer Loan Corporation; Ontario Family Farm Interest Rate Reduction Program** (OFFIRR); **Commercial Disaster Relief Fund; Operating Loan Guarantee Program; Farm Family Advisor Program; Ontario Seasonal Housing Assistance Program; AgriNorth; Community Pastures; Agriculture Rural Development Agreement** (Farm Enlargement, Part V); **Dog Licensing And Livestock And Poultry Protection Act; Hunter Damage Compensation Act; Bear Damage to Livestock Com-**

pensation Program; Damage to Honey Bee Colonies by Bears; Rabies Indemnification Program; Purebred Beef Cattle Sales Assistance Policy; Purebred Dairy Cattle Sales Assistance Policy; Purebred Sheep Sales Assistance Policy; Swine Sales Assistance Policy; Transportation of Livestock Exhibits Assistance Program; Poultry Shows Assistance Program, Special Livestock Shows Assistance Program 1979 (Commercial); **Canadian Western Agribition Livestock Transportation Assistance Program; Artificial Insemination of Livestock Act; Northern Ontario Livestock Transportation Assistance Policy; Livestock Improvement Program for Northern Ontario**.

The branch also administers the **Ontario Farm Tax Rebate Program** (585-6565).

For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture and Food county or district office (see list under the County and District Field Offices entry).

FOODLAND PRESERVATION BRANCH AG & FOOD 13
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3131

The Foodland Preservation Branch ensures that appropriate government policies are developed and implemented to preserve Ontario's prime agricultural land areas and to protect such areas from competing or incompatible land uses. The branch reviews all **land use planning** and development proposals for conformity with the province's **agricultural** land use planning policies. Under the provisions of the **Farm Practices Protection Act**, the branch assists in handling complaints about odour, noise or dust arising from farms. The Operations Division of the Ministry of Environment conducts initial investigations of complaints. The branch administers the **Non-Resident Agricultural Land Interests Registration Act**, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Land use specialists are located in the Ministry's county offices in Ancaster, Fergus, Elmvale, Lindsay, Kemptville, Napanee, St. Thomas and Toronto. Addresses are included in the list of county and district offices found in the County and District Field Offices entry.

MANAGEMENT SYSTEMS BRANCH AG & FOOD 14
801 Bay St., 7th Flr.
Toronto M7A 2B2
416-326-3600

The Management Systems Branch provides a wide range of information technology services to all administrative programs in the Ministry of Agriculture and Food. This involves maintenance of computer programs in the mainframe computer library, production of data retrieval reports on stored ministerial data, consulting services to other branches and the development of new systems and computer applications.

An office systems support unit supplies analysis, design and implementation services for word processing and office automation, and advises on the acquisition, enhancement and development of telecommunications systems (e.g., teleconferencing, fax, and telex).

ASSISTANT DEPUTY MINISTER MARKETING AND STANDARDS
MARKETING DIVISION

FARM PRODUCTS MARKETING BRANCH AG & FOOD 15
33 Yonge St., Ste. 800
Toronto M7A 1A6
416-861-2400

The Farm Products Marketing Branch provides support and service to the **Farm Products Marketing Commission** which administers the **Farm Products Marketing Act** and the

Milk Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for **commodity** regulation under 23 marketing plans; each plan is administered by a **producer marketing board**. The Act also requires the **licensing** of processors of regulated commodities (e.g., turkey, vegetables, grapes, tender fruit, potatoes, apples, asparagus, berries and seed corn dealers). The Milk Act provides authority to the **Ontario Milk Marketing Board**, and the **Cream Producers' Marketing Board**.

FOOD PROCESSING BRANCH AG & FOOD 16
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3060

The objectives of the Food Processing Branch are to encourage the expansion and modernization of Ontario's **food** processing and manufacturing **industries** in areas of import replacement and **export** opportunities; to act as liaison between the industry, government and non-government boards and agencies, producer organizations and the **Farm Machinery and Food Processing Testing Centre** in Chatham; and to advise the industry on the upgrading of their operations, use of domestic products, packaging, labelling and marketing.

The branch encourages private sector capital investment through **grants** or loans to the food processing industry under the **Small Food Processors' Assistance Program** and the **Marketing Assistance Program for Pork**.

MARKET DEVELOPMENT BRANCH AG & FOOD 17
33 Yonge St., Ste. 800
Toronto M7A 1A6
416-861-2400

Domestic Section (861-2400) and Export Section (861-2400) programs are designed to develop and expand domestic and **international** markets for Ontario-produced fresh or processed **agricultural** and **food** products.

International market development is accomplished via **export** missions, promotion programs and incoming trade delegations. Staff are located in the United Kingdom, Japan and five trade centres in the United States.

The Domestic Section manages **"Foodland Ontario"**, an advertising and promotion program for domestic market development. Staff in Sudbury and Sault Ste. Marie provide marketing advisory services for Northern Ontario.

QUALITY AND STANDARDS DIVISION

DAIRY INSPECTION BRANCH AG & FOOD 18
801 Bay St., 6th Flr.
Toronto M7A 1A7
416-326-3533

The Dairy Inspection Branch undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Responsibilities include: inspecting **dairy farms** testing raw milk each month; **licensing**, training and inspecting milk and cream graders and testers, bulk tank milk graders, buttermakers and cheesemakers; licensing, regulating, and inspecting plants manufacturing milk products, **margarine** and edible **oils**. The **laboratory** in Guelph analyzes all samples for butterfat, protein and lactose, and reports results to the **Ontario Milk Marketing Board**, which determines payment to producers. Milk utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For information, contact the Ministry's county and district offices (see County

and District Field Offices), the Dairy Inspection Branch in Toronto or the Central Milk Testing Laboratory in Guelph.

FINANCIAL PROTECTION UNIT AG & FOOD 19
875 Bay St., 3rd Flr.
Toronto M7A 2B2
416-326-3748
Fax 416-326-3175

The Financial Protection Unit evaluates financial responsibility for the Beef Cattle Financial Protection Program, and the **Vegetable**, Potato and Grain Financial Protection Programs. The unit also works on behalf of the Boards in administering funds and paying claims for the following: livestock producers, producers of processing vegetables, grain corn producers and the soybean producers.

FRUIT AND VEGETABLE INSPECTION BRANCH AG & FOOD 20
801 Bay St., 6th Flr.
Toronto M7A 1A7
416-326-3539

The Fruit and Vegetable Inspection Branch regulates the inspection and grading of twenty-five fruits and vegetables, in addition to flue-cured and burley **tobacco, honey, maple syrup, Christmas trees** and tomato seedlings. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables, honey and maple products; and provides the Ministry's Economics and Policy Coordination Branch with market reports on seasonal **crops**.

Additional responsibilites include: **licensing** operators of controlled atmosphere **storages**, packers of apples from such storages, dealers in **fruit** and **vegetables**, and **nurseries**; controlling disease in nurseries; supervising neglected **orchards** to prevent the spread of **disease** or **insect** infestations; and administering the **Bees Act**, which requires **registration** of **apiaries**. (To register, contact Provincial Apiarist, Ministry of Agriculture and Food, 17 Wilson St., Milton, L9T 3J7, 416-878-2314.)

The branch regulates the trading and marketing of grain; issues licences to grain elevator storage operators and dealers in corn and soybeans; and investigates claims under the **Grain Financial Protection Program**. This insurance program provides compensation for defaults by storage operators or dealers. The **Potato Financial Protection Program** is also administered by the branch to protect processors of potatoes from dealer default.

LIVESTOCK INSPECTION BRANCH AG & FOOD 21
801 Bay St., 6th Flr.
Toronto M7A 1B3
416-326-3538

The Livestock Inspection Branch administers the following acts: the **Meat Inspection Act (licensing** and inspection of red meat and **poultry slaughtering plants)**; the **Live Stock Community Sales Act** (licensing and inspection of live stock community sales); the **Dead Animal Disposal Act** (licensing and inspection of those involved in disposing of dead **animals**); the **Live Stock and Live Stock Products Act** (licensing **live stock** dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to **eggs**); the **Sheep and Wool Marketing Act** (identifying and outlining the functions of the **Ontario Sheep Association**); the **Provincial Auctioneers Act** (licensing auctioneers to sell pure-bred live stock, by public **auction**); the **Beef Cattle Marketing Act** (providing for the licence fee for the **Ontario Cattlemen's Association**, regulating the marketing of rail weight beef carcasses); the **Farm Products Grades and Sales Act** (related to the grades of beef, veal, lamb, mutton and poultry). The branch also investigates the collection and processing of dead farm animals and all levels of the **meat industry**, particularly

those operations exempt from the provisions of the Meat Inspection Act (Ontario). The provisions of the **Beef Cattle Financial Protection Program**, the **Grain Financial Protection Program**, the **Oleomargarine Act** and the **Edible Oil Products Act** are also enforced. Infractions of other regulatory legislation administered by branches within the Division, and suspected fraudulent applications of financial assistance programs are investigated upon request.

ASSISTANT DEPUTY MINISTER TECHNOLOGY AND FIELD SERVICES ADVISORY AND TECHNICAL SERVICES DIVISION

AGRICULTURAL REPRESENTATIVES BRANCH — AG & FOOD 22

Guelph Agriculture Centre
Box 1030
Guelph N1H 6N1
519-767-3150

Agricultural representatives (ag reps) in 54 county and district offices located throughout the Province conduct **education** programs, provide advisory services and administer government policies designed to assist farmers in the management of their **farm** operations.

The farm management program encourages and assists farmers to use their resources effectively to make their farms productive and profitable. The program comprises financial and business management, **livestock** management, and **soils** and **crops** management assistance. Ag reps advise farmers on financial matters, e.g., business analysis, estate planning, pricing, marketing, accounting, and overall farm planning.

Livestock management provides information and advice to livestock and **poultry** producers on the economics of production, choice and size of enterprise, feed evaluation, storage and handling, testing, herd and flock health, marketing, etc.. Soils and crops management assistance concentrates on the economics of production, tillage, land use, erosion control, fertilizer recommendations, **weed, insects** and **disease** control, variety selection, crop handling and storage systems, crops **insurance**, drainage and irrigation.

Branch staff administer the **Northern Ontario Assistance Program**, which is funded by the Ministry of Northern Development and Mines and provides **financial assistance** to Northern Ontario farmers.

For a list of county and district offices, see the County and District Field Offices entry.

COUNTY AND DISTRICT FIELD OFFICES — AG & FOOD 23

The Ministry of Agriculture and Food has 54 county and district offices, staffed by employees of the the Agricultural Representatives Branch and specialists from other branches. These offices provide access to all Ministry programs, services and resources.

Agricultural representatives (ag reps) and specialists offer a wide range of Ministry programs and services. Working closely with farmers, producers and others involved in the agricultural and **food** industries, ag reps provide information, advice, **educational** meetings, workshops, and in-depth short courses for groups. All specialists in the Ministry's programs can be located by calling any county or district office.

Agriculture and Food factsheets, and bulletins which supply basic information on a wide variety of agricultural topics, are available in county and district offices. Radio and **television broadcasts** offer information and educational programs in individual counties and districts. Field offices are listed below with telephone numbers for local calls, Zenith calls, and Inwatts service. In non-agricultural areas of **Northern Ontario**, callers may contact district offices of the Ministry of Northern Development and Mines.

Algoma District Office
1496 Wellington St. E.
Sault Ste. Marie P6A 2R1
705-253-1161
Toll-free 1-800-461-2234

Brant County Office
515 Park Road N.
Brantford N3R 7K8
519-759-4190
Zenith 19750

Bruce County Office
Box 1330, 10 Jackson St.
Walkerton N0G 2V0
519-881-3301
Toll-free 1-800-265-3023/4

Carleton Office
26 Thorncliff Pl.
Nepean K2H 6L2
613-828-9167
Zenith 13510

Cochrane (North) District Office
Experimental Farm
Kapuskasing P5N 2X9
705-335-5828
Zenith 43340

Cochrane (South) District Office
Box 608, 4th Ave.
Matheson P0K 1N0
705-273-2509
Zenith 34920

Dufferin County Office
R. R. 4, Mono Plaza, Hwy. 10 N.
Orangeville L9W 2Z1
519-941-3830
Zenith 98750

Dundas County Office
Box 488, 457 Main St.
Winchester K0C 2K0
613-774-2313
Toll-free 1-800-267-7603

Durham East Office
234 King St. E.
Bowmanville L1C 1P5
416-623-3348
Toll-free 1-800-263-8023

Durham West Office
Box 309, 16 Bascom St.
Uxbridge L0C 1K0
416-852-3328
Toll-free 1-800-263-3251

Elgin County Office
Box 2027
R. R. 5
St. Thomas N5P 3X1
519-631-4700
Toll-free 1-800-265-4377/8

Essex County Office
46 Fox St.
Essex N8M 2S2
519-776-7361
Toll-free 1-800-265-5836

Frontenac County Office
Box 651, 1055 Princess St.
Kingston K7L 1H3
613-545-4360
Zenith 35050

Glengarry County Office
Box 579, St. George St.
Alexandria K0C 1A0
613-525-1046
Toll-free 1-800-267-1722

Grenville County Office
Box 2004, Ont. Gov't. Bldg.
Kemptville K0G 1J0
613-258-8295
Toll-free 1-800-267-7953

Grey County Office
181 Toronto St. S.
Markdale N0C 1H0
519-986-2040
Toll-free 1-800-265-9152/3

Haldimand Office
Box 129, Cayuga St.
Cayuga N0A 1E0
416-772-3381
Zenith 46710

Halton Office
17 Wilson Dr.
Milton L9T 3J7
416-878-2314
Zenith 33440

Hastings County Office
Box 340, 234 North St.
Stirling K0K 3E0
613-395-3393
Toll-free 1-800-267-2842

Huron County Office
Box 159, 20 King St.
Clinton N0M 1L0
519-482-3428
Toll-free 1-800-265-5170/1

Kenora District Office
Ontario Govt. Bldg.
Box 3000
Dryden P8N 3B3
807-223-2415
Toll-free 1-800-465-7213

Kent County Office
Box 726
435 Grand Ave. W.
Chatham N7M 5L1
519-354-2150
Zenith 33440

Lambton County Office
Box 730, 360 Highway 21
Petrolia N0N 1R0
519-882-0180
Toll-free 1-800-265-1441

Lanark County Office
10 Sunset Blvd.
Perth K7H 2Y2
613-267-1063
Zenith 33440

Leeds County Office
Box 635, 333 California Ave., Unit 15
Brockville K6V 5V8
613-342-2124
Zenith 46320

Lennox & Addington County Office
41 Dundas St. W.
Napanee K7R 1Z5
613-354-3371
Zenith 18210

Manitoulin District Office
Box 328
Gore Bay P0P 1H0
705-282-2043
Zenith 64720

Middlesex County Office
50 King Street
London N6A 2P2
519-434-6811
Toll-free 1-800-265-4750

Muskoka & Parry Sound District Office
Box 130, 8 Centre St. N.
Huntsville P0A 1K0
705-789-8886
Toll-free 1-800-461-9676

Niagara (North) Office
Vineland Station L0R 2E0
416-562-4147
Zenith 47710

Niagara (South) Office
726 Canboro Rd.
Fenwick L0S 1C0
416-892-4741
Toll-free 1-800-263-1031

Nipissing District Office
222 McIntyre St. W.
North Bay P1B 2Y8
705-474-3050
Toll-free 1-800-461-6132

Norfolk Office
Box 587, Blue Line Rd.
Simcoe N3Y 4N5
519-426-7120
Zenith 38300

Northumberland County Office
Box 820, 95 Dundas St.
Brighton K0K 1H0
613-475-1630
Zenith 34920

Oxford County Office
Box 666, Hwy. 59 N.
Woodstock N4S 7Z5
519-537-6621
Toll-free 1-800-265-7896

Peel Office
35 Van Kirk Dr., Unit 9
Brampton L7A 1A5
416-451-5474
Zenith 43350

Perth County Office
413 Hibernia St.
Stratford N5A 5W2
519-271-0280
Toll-free 1-800-265-8502

Peterborough County Office
55 George St. N.
Peterborough K9J 3G2
705-745-2403
Zenith 16310

Prescott County Office
Box 110, Main St.
Plantagenet K0B 1L0
613-673-5115
Zenith 48110

Prince Edward County Office
Box 470, Hwy. 33 W.
Picton K0K 2T0
613-476-3224
Zenith 98750

Rainy River District Office
Front St.
Emo P0W 1E0
807-482-2310
Toll-free 1-800-465-2917

Renfrew County Office
315 Raglan St. S.
Renfrew K7V 1R6
613-432-4841
Toll-free 1-800-267-8816

Russell County Office
Box 540, 666 Rue Notre Dame
Embrun K0A 1W0
613-443-3391
Toll-free 1-800-267-7606

Simcoe (North) County Office
Box 340, Hwy. 27 S.
Elmvale L0L 1P0
705-322-2231
Toll-free 1-800-461-9626

Simcoe (South) County Office
Box 370, 509 Victoria St. E.
Alliston L0M 1A0
705-435-5521
Zenith 43340

Stormont County Office
Box 97
Avonmore K0C 1C0
613-346-2143
Toll-free 1-800-267-1726

Sudbury District Office
1899 LaSalle Blvd.
Sudbury P3A 2A3
705-566-1630
Toll-free 1-800-461-7176

Thunder Bay District Office
Ont. Govt. Bldg.
435 James St. S.
Thunder Bay P7E 6E3
807-475-1631
Toll-free 1-800-465-5026

Temiskaming District Office
Box "G", Hwy. 11B N.
New Liskeard P0J 1P0
705-647-6701
Zenith 16310

Victoria County Office
322 Kent St. W.
Lindsay K9V 2Z9
705-324-6125
Toll-free 1-800-461-0329

Waterloo Office
279 Weber St. N.
Waterloo N2J 3H8
519-884-5390
Zenith 46320

Wellington County Office
R. R. 1
Fergus N1M 2W3
519-846-0941
Toll-free 1-800-265-8332

Wentworth County Office
R. R. 1, Hwy. 53 E.
Ancaster L9G 3K9
416-527-2995
Toll-free 1-800-263-8520

York Office
1110 Stellar Dr., Unit 102
Newmarket L3Y 7B7
416-895-4519
Toll-free 1-800-263-3241

ANIMAL INDUSTRY BRANCH AG & FOOD 24
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3118

Livestock advisory and **veterinary** consultation services on management, health and **disease** of cattle, sheep and swine are available to producers and veterinarians throughout Ontario. The branch promotes the production of high quality livestock products through improvement programs (**Record of Performance, ROP**), maintains a feed analysis **laboratory** and feed advisory service, and provides **financial support** to veterinary services in designated areas where livestock farms are sparsely located.

The branch also administers acts concerning brands and livestock pounds; inspects and issues **licences** to **horse** riding establishments, suppliers of laboratory **animals**, sellers (other than pharmacists and veterinarians) of livestock **medicines** and providers of **artificial insemination** services for livestock; inspects **dog** pounds; inspects and **registers** facilities that use animals for **research**, coordinates the **Ontario Pork Industry Improvement Program** in cooperation with the Agricultural Representatives Branch.

VETERINARY LABORATORY SERVICES BRANCH AG & FOOD 25
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3116

The Veterinary Laboratory Services Branch operates six laboratories that offer diagnostic, investigative, consultative and extension services to the **livestock** industry and **veterinary** practitioners. Carcasses and specimens from **animals** and **poultry** are submitted by veterinarians and farmers and tests are made to determine the cause of **disease**. The branch administers the **Ontario Hatchery Supply Flock Policy**, which involves monitoring procedures to control disease of poultry and the **Fur Farms Act**, which requires **licensing** of **fur** farmers. The laboratories are listed below:

95 Dundas St.
Brighton K0K 1H0
613-475-1632

Box 3612
Guelph N1H 6R8
519-823-8800, Ext. 4501

Nova Scotia Ave.
Huron Park N0M 1Y0
519-228-6691

KCAT
Kemptville K0G 1J0
613-258-8320

Box 790
New Liskeard P0J 1P0
705-647-6701

100 Main St. E.
Ridgetown N0P 2C0
519-674-5456, Ext. 56

PLANT INDUSTRY BRANCH AG & FOOD 26
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3173

The Plant Industry Branch provides information at local offices throughout the province on the commercial production of field crops and **horticultural crops**. The transition crop team compiles information and investigates the feasibility of introducing alternate crops for Ontario farmers. Information is made available to **commercial growers** on safety and

correct use of **pesticides**. The branch is responsible for administration of the **Weed Control Act** through municipally-appointed inspectors. Complaints should be directed to the municipality. The **Agricultural Energy** Section searches technologies to reduce **energy costs** in agriculture. The **Agroclimatology** Group provides input into farm weather forecasts and methods of dissemination, and coordinates accumulation of climate data from agricultural production areas.

AGRICULTURAL LABORATORY SERVICES BRANCH — AG & FOOD 27
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3255

The Agricultural Laboratory Services Branch administers the following laboratory and clinic functions.

The Provincial Pesticide Residue Testing Laboratory Section (University of Guelph, Bldg. 43, Guelph N1G 2W1, 519-823-8800, Ext. 4825) provides all provincial ministries with a **chemical** analytical service for the detection and measurement of residues of **pesticide** (i.e. **insecticides, herbicides, fungicides** acaricides, nematocides, etc.), industrial **pollutants** and heavy **metals** in **foods, plants, animals, fish, wildlife, soils, water, air** and human tissues. The section also interprets the significance of analytical results. Contact the branch, **laboratory**, or ministries involved for **research** papers and reports.

The **Pest Diagnostic and Advisory Clinic** (University of Guelph, Graham Hall, Guelph N1G 2W1, 519-824-4120, Ext. 2701) provides a service for the identification of **insects, plant diseases** and **weeds** upon receipt of carefully packed samples.

SOIL AND WATER MANAGEMENT BRANCH — AG & FOOD 28
WATER MANAGEMENT SECTION
801 Bay St, 8th Flr.
Toronto M7A 2B2
519-767-3561

The Water Management Section administers the **Tile Drainage Act** and the **Drainage Act (financial assistance** to **municipalities** and farmers for the improvement of **farm** land) and the **Agricultural Tile Drainage Installation Act (licences** for installers of tile drainage systems on farm land). The Drainage Referee and the Drainage Tribunal handle appeals under the Drainage Act. The branch provides a Ministry focus for review and development of agricultural water management programs and policies.

SOIL AND WATER MANAGEMENT BRANCH — AG & FOOD 29
SOIL SURVEY AND SOIL CONSERVATION SECTION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3561

The section administers and delivers the Ontario Soil Conservation and Environmental Protection Assistance Program (**OSCEPAP**), providing on-farm demonstrations and advice on soil erosion control management techniques. **Grants** are provided for structures for erosion control and manure management. Similiar administrative program delivery is provided for the **Land Stewardship Program**. On-farm advice is available to assist farmers in obtaining grants for new management practices to reduce **soil** erosion and degradation. The section also administers the **Topsoil Preservation Act**.

SOIL AND WATER MANAGEMENT BRANCH AG & FOOD 30
ONTARIO INSTITUTE OF PEDOLOGY
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3561

The Ontario Institute of Pedology is comprised of **soil** scientists from the Ontario Ministry of Agriculture and Food, Agriculture Canada and the University of Guelph. The Institute is responsible for the classification and interpretation of Ontario's soils to aid Ministry staff in **land use planning**, tile **drainage**, tillage and other soil conservation programs.

EDUCATION AND RESEARCH DIVISION

HORTICULTURAL RESEARCH INSTITUTE AG & FOOD 31
Vineland Station L0R 2E0
416-562-4141

The Institute conducts **horticultural research** (including studies on **soils** and **crops**) to increase production and develop new varieties of **farm** products (e.g., **fruit** and **vegetables**, including **mushrooms** and table and **wine** grapes). Responsibility for coordinating all horticultural research and service programs supported by the Ministry also rests with the Institute. It provides propagating material (cuttings, etc.) to growers and **nurseries**, and serves farmers, ornamental plant growers, food processors and wine makers. Research is conducted at these locations:

Muck Research Station
R. R. 1
Kettleby L0G 1J0
416-775-3783

Horticultural Experiment Station
Box 587
Simcoe N3Y 4N5
519-426-7120

Horticultural Experiment Station &
Horticultural Products Laboratory
Vineland Station L0R 2E0
416-562-4141

ONTARIO AGRICULTURAL MUSEUM AG & FOOD 32
Milton L9T 2Y3
416-878-8151

The Ontario Agricultural Museum, which is operated by the Provincial Government, houses and displays tools, implements, animals and **historical** artifacts associated with the evolution of **agriculture** in Ontario. The eleven members of the museum's Advisory Board provide advice on planning activities, policy, artifact collection and marketing. An **Artifact Valuation Committee** is in place to officially evaluate artifacts donated to the **Museum**.

Open to the general public from mid-May to September, the museum features numerous special events and maintains an extensive **library** and **research** facility. School **tours** can be arranged between early April and early November.

RURAL ORGANIZATIONS AND SERVICES BRANCH — AG & FOOD 33

Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-823-5700, Ext. 212

Branch services are administered by the Guelph Agriculture Centre and provided through the Ministry's 54 county or district offices.

The branch coordinates the **4-H Program** and the **Junior Agriculturalist Program** for urban **youth** seeking summer experience on farms.

Advisory services and resources are offered to rural and agricultural organizations. The branch also arranges **volunteer leadership** training and provides publications and up-to-date resources to individuals, rural organization members and consumers. Continuing **education** programs are developed and conducted on **foods** and **nutrition**, home and **family** financial management and other topics. **Agriculture** in the Classroom resources complement primary, elementary and secondary school programs.

The branch also assists Ontario farmers with employment needs by offering information and advice on **farm** labour supply, **employment** standards legislation, **personnel** management, and farm worker training programs.

COLLEGES OF AGRICULTURAL AND FOOD TECHNOLOGY — AG & FOOD 34

The colleges and the **University of Guelph** offer diplomas in **livestock** technology, dairy technology, field crops production, fruit and vegetable production, agricultural business management, equine technology, agricultural machinery technology, agribusiness management, ornamental horticulture, quality control-**laboratory**, **food** service management, and animal health technology. Training courses for **dairy** manufacturers, **farm** equipment mechanics and dairy and swine herdworkers are also provided by the colleges. They conduct **agricultural research** for the Ministry, including studies on livestock, **poultry**, field **crops**, **horticultural** crops, **maple syrup**, **soils**, food and **nutrition**, economics and marketing. For policy matters, please contact this Ministry's Education and Research Division, Guelph N1H 6N1, 519-767-3601.

Collège de Technologie Agricole et Alimentaire d'Alfred
Box 580
Alfred K0B 1A0
613-679-2218

Ontario Agricultural College
University of Guelph
Guelph N1G 2W1
519-824-4120

Centralia College of Agricultural Technology
Huron Park N0M 1Y0
519-228-6691

Kemptville College of Agricultural Technology
Kemptville K0G 1J0
613-258-8336

New Liskeard College of Agricultural Technology
New Liskeard P0J 1P0
705-647-6738

Ridgetown College of Agricultural Technology
Ridgetown N0P 2C0
519-674-5456

AGRICULTURAL ENGINEERING SERVICES AG & FOOD 35
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3604
Fax 519-767-3635

Agricultural Engineering Services provides **farmers**, and all persons involved in **agriculture**, with **engineering** advice for farm drainage, irrigation, **water** supply, **erosion** control, structures (except residences), equipment, machinery economics, ventilation, manure management, **energy** conservation, rural electrification and microprocessing.

Agricultural Engineering Services also functions as a direct link between field service programs, diploma **education**, and research and development at the Colleges of Agricultural Technology and the University of Guelph's School of Engineering. To enhance the translation of research results into practical "on farm" applications, the Service is organized into regional groups. The Head of each region is located at one of the five colleges shown below. The Guelph office provides central contact and support services.

For addresses of the county and district offices where other Agriculture Engineers are located, see the County and District Field Offices entry.

Head, Agricultural Engineering Section
Collège de Technologie
Agricole et Alimentaire d'Alfred
Alfred K0B 1A0
613-679-2218

Head, Agricultural Engineering Section
Centralia College of
Agricultural Technology
Huron Park N0M 1Y0
519-228-6691

Head, Agricultural Engineering Section
Kemptville College of
Agricultural Technology
Kemptville K0G 1J0
613-258-3411

Head, Agricultural Engineering Section
New Liskeard College of
Agricultural Technology
New Liskeard P0J 1P0
705-647-6738

Head, Agricultural Engineering Section
Ridgetown College of
Agricultural Technology
Ridgetown N0P 2C0
519-674-5456

AGENCIES

For some background information on ministerial agencies, boards and commissions, see entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Agriculture and Food are listed below. Contact the Economics and Policy Coordination Branch, 416-326-3209, for unlisted agencies.

FARM PRODUCTS APPEAL TRIBUNAL AG & FOOD 36
130 Macdonell St., Ste. 303A
Guelph N1H 2Z6
519-763-3430
Fax 519-763-0351

The Farm Products Appeal Tribunal came into operation Feb. 1, 1979. Constituted under section 11 of the **Ministry of Agriculture and Food Act**, it provides an independent, accessible avenue of appeal in matters relating to the **Farm Products Marketing Act**, and the Milk Act. The Tribunal also serves as a licence review board under the **Milk Act**, the Farm Products Marketing Act, the **Edible Oil Products Act**, and the **Oleomargarine Act**.

It has the additional authority to review the conduct of commodity board members under the **Commodity Board Members Act**.

Under farm products marketing legislation, extensive regulatory powers are conferred on local producer marketing boards by the Farm Products Marketing Commission of Ontario. The Tribunal was established to make an impartial appeal mechanism available to any person who feels that a decision, direction, policy or order of the Commission, a producer marketing board, or a Director under the Farm Products Marketing Act, or the Milk Act is unfair. Regulations made by producer marketing boards under the Farm Products Marketing Act or the Milk Act may also be appealed.

ONTARIO FOOD TERMINAL BOARD AG & FOOD 37
The Queensway
Toronto M8Y 1H8
416-259-5479

The Board operates the Ontario Food Terminal, a wholesale fresh **fruit** and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

ONTARIO STOCK YARDS BOARD AG & FOOD 38
590 Keele St., Room 339
Toronto M6N 3E3
416-767-1163

Operating under the **Stock Yards Act**, the Board provides facilities for weighing **livestock** and supervising all **scales** operations. It also **licences** sales agencies in the stock yard to act as representatives in the selling of livestock.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO AG & FOOD 39
801 Bay St., 2nd Flr.
Toronto M7A 1A3
416-326-3396

The Institute stimulates **agricultural research** to increase efficiency in **farm** production and marketing. The Institute also responds to inquiries about research programs and Ministry policy on agriculture, **veterinary** medicine and **food** science, and serves as an advisory body on research to the Minister of Agriculture and Food.

ONTARIO FARM IMPLEMENTS BOARD AG & FOOD 40
2 Carlton St., Rm. 1816
Toronto M5B 1J3
416-326-3799

The Board administers the **Ontario Farm Implements Act** which regulates the sale of farm implements and prescribes minimum warranties on the sale of new **farm** implements. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The Board's main functions include the registration of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements.

ACTS

ACTS AG & FOOD 41

The Ministry of Agriculture and Food is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Abandoned Orchards Act
Agricultural Associations Act
Agricultural Committees Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Representatives Act
Agricultural Research Institute of Ontario Act
Agricultural Societies Act
Agricultural Tile Drainage Installation Act
Animals for Research Act
Artificial Insemination of Livestock Act
Beef Cattle Marketing Act
Bees Act
Brucellosis Act
Bull Owner's Liability Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Cooperative Loans Act
Crop Insurance Act Ontario
Dead Animal Disposal Act
Dog Licensing and Livestock and Poultry Protection Act
Drainage Act
Edible Oil Products Act
Farm Income Stabilization Act
Farm Practices Protection Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Fur Farms Act
Grain Corn Marketing Act
Grain Elevator Storage Act
Horticultural Societies Act
Hunter Damage Compensation Act
Junior Farmers Establishment Act
Livestock Branding Act
Livestock Community Sales Act
Livestock and Livestock Products Act
Livestock Medicines Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture and Food Act
Non-resident Agricultural Land Interests Registration Act
Oleomargarine Act
Ontario Agricultural Museum Act
Ontario Farm Implements Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act

Provincial Auctioneers Act
Riding Horse Establishments Act
Seed Potatoes Act
Sheep and Wool Marketing Act, 1981
Stock Yards Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St., 11th Flr.
Toronto M5G 2K1

The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads of departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

COMMUNICATIONS BRANCH — ATT GEN 1
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2200

The Communications Branch provides information services and establishes communications policy for the Ministry; advises its branches on communications problems; and provides communications support to the Minister and the Deputy Minister. Activities include liaising with the media, answering public inquiries, and producing and distributing publications, audio-visual materials, news releases and speeches. Copies of Ministry **publications** on **drinking and driving, family** law, support and custody order enforcement, small claims court, jury duty, being a witness and other public legal information can be obtained by writing to the branch.

FRENCH LANGUAGE SERVICES — ATT GEN 2
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4055

The French Language Services Coordinator supervises the provision of **French language services** in the Ministry of the Attorney General. A general enquiry service in the French language is also provided by this office.

SERVICES EN FRANÇAIS

Le coordonnateur des services en français du Ministère du Procureur général supervise la mise en oeuvre de la politique du gouvernement en matière de services en langue française. Il répond aux demandes de renseignements sur les services en français de ce ministère.

LEGISLATIVE COUNSEL

LEGISLATIVE COUNSEL SERVICES ATT GEN 3
Whitney Block, 1st Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-2841
Fax 416-324-3757

Legislative advisory services are provided to Members of Provincial Parliament (MPPs), government ministers and ministries. The Office of the Legislative Counsel drafts **legislation (bills** and regulations) in French and English; prepares the Statutes of Ontario (annual books of statutes) and the Revised Statutes of Ontario or RSOs (a consolidation of statutes, revised every ten years); and files and publishes regulations. A list of other statutes that still have the force of law may be found in Schedule C, Volume 9, Revised Statutes of Ontario 1980 and in the Table of Private Acts published in the 1984 Index to the Statutes of Ontario. For information on statutes and regulations in French and English, call this office. Copies of legislation and bills are available for walk in customer service at Publications Ontario, 880 Bay St., Toronto, 326-5320 or by writing to Publications Ontario, 880 Bay St., Toronto M7A 1N8 (see entry under Ministry of Government Services).

POLICY DEVELOPMENT DIVISION

POLICY DEVELOPMENT DIVISION ATT GEN 4
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2620

The Policy Development Division's functions include: **research** and analysis of all aspects of the administration of civil justice in Ontario; continual review of the statutes administered by the Ministry; and development of its legislative program. The division also oversees legal aid and development of equality rights initiatives, and advises the Attorney General and the Deputy Minister on the progress of bills during **legislation**.

CRIMINAL LAW DIVISION

DIRECTOR OF CROWN ATTORNEYS ATT GEN 5
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-2400

The Director of Crown Attorneys supervises and coordinates the activities of **crown attorneys** in the 49 counties and districts of the province (listed under the Ontario Courts entry). The Director also provides consultation with crown attorneys on particular **criminal** matters, and holds responsibility for the hiring of crown attorneys' staff.

CROWN ATTORNEYS SYSTEM ATT GEN 6
416-326-2400

The crown attorneys are responsible for conducting **prosecutions** of **offences** in their county or district under the **Criminal Code of Canada** and other federal statutes such as the **Young Offenders Act**. Prosecutions are also conducted under provincial statutes, such as the **Highway Traffic Act** and the **Liquor Licence Act**. Exercising the Attorney General's discretionary powers with respect to prosecutions, the crown attorneys and their assistants choose the appropriate charge on which to proceed, consider the release of prisoners pending **trial**, and conduct trials at all levels of court.

Crown attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of the community, and represent the Crown in all summary conviction appeals held in the district courts. Additional responsibilities include acting as counsel to the **coroner** during **inquests**, and advising the **police, lawyers** and the public on general matters related to the administration of justice.

Crown attorneys are listed in alphabetical order by county or district under Ontario Courts, Ministry of the Attorney General.

CROWN LAW OFFICE — ATT GEN 7
CRIMINAL LAW
720 Bay St., 10th Flr.
Toronto M5G 2K1
416-326-2301

This office is responsible for the preparation and argument of all criminal appeals to the Supreme Court of Canada, Ontario Court of Appeal and Supreme Court of Ontario in indictable offences in the province, whether the Crown is the respondent or the appellant. Activities include dealing with the judiciary, crown attorneys, police and the public, and conducting special **prosecutions**.

The branch also provides a **racial attack advice service** by telephone to victims of racially-motivated **criminal offences** (326-4574), including physical **assaults** where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

CIVIL LAW DIVISION

CROWN LAW OFFICE — ATT GEN 8
CIVIL LAW
720 Bay St., 8th Flr.
Toronto M5G 2K1
416-326-4008

This office provides the Ontario Government with legal services for civil **litigation** matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial **legislation**. The office also examines applications for **judicial review** to determine if an intervention will be made on behalf of the Attorney General; deals with claims for and against the Crown; and answers inquiries from the public on statutes administered by this Ministry.

LEGAL SERVICES BRANCH — ATT GEN 9
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-4020
Fax 416-326-4019

The Legal Services Branch is responsible for the provision of **lawyers** and coordination of general legal advice to the ministries of the Ontario Government. The branch also functions as Chief Inquiry Officer under the **Expropriations Act** by appointing and providing liaison with provincial inquiry officers who hear public concerns on specific **expropriation** cases.

OFFICIAL GUARDIAN BRANCH ATT GEN 10
180 Dundas St. W., 6th Flr.
Toronto M5G 1E4
416-965-1865
Fax 416-324-3618

The Official **Guardian** represents the civil rights of persons under a legal disability, such as **children** under 18 years of age, the **mentally incompetent**, the **unborn**, and absentees. Recommendations are made to the Court regarding the care, custody and maintenance of children in **divorce** cases. The branch also provides legal representation for children in child protection and **custody** cases, and before administrative tribunals.

PUBLIC TRUSTEE BRANCH ATT GEN 11
145 Queen St. W.
Toronto M5H 2N8
416-362-1331

This branch manages the **estates** of **mentally incompetent** persons residing mainly in **psychiatric** hospitals and facilities for the **developmentally handicapped**. When Ontarians die **intestate** without adult next-of-kin in the province, the Public Trustee may be appointed administrator of the estate, with the same authority as a private trustee. The Public Trustee may also serve as executor of a will, and accept private trusts, powers of attorney, etc. The branch advises **charitable organizations** of legacies from **wills**; reviews operations of charities; and receives, in trust, assets of **corporations** undergoing dissolution and funds for perpetual care of **cemeteries**.

CONSTITUTIONAL LAW AND POLICY DIVISION

CONSTITUTIONAL LAW AND POLICY DIVISION ATT GEN 12
720 Bay St., 7th & 11th Flrs.
Toronto M5G 2K1
416-326-2624
Fax 416-326-4015

This division advises all ministries on **constitutional** questions, and develops policy for Ontario's position on every aspect of constitutional amendment. The division also reviews **litigation** in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, division counsel appear in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the concerned ministry.

PROGRAMMES AND ADMINISTRATION DIVISION

COMPUTER AND TELECOMMUNICATIONS SERVICES BRANCH ATT GEN 13
36 Toronto St., 6th Flr.
Toronto M5G 2K1
416-326-2000

The Computer and **Telecommunications** Services Branch (CTSB) is responsible for the development of new computer systems, and the enhancement and support of systems already in production in the Ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates and supports office automation and records management products. Expertise and consultations on the appropriate use and implementation of office automation **technology** are provided to Ministry management.

The branch offers walk-in support, training and consulting services to Ministry end-users of computer systems. Statistical services and centralized word processing facilities are available. The coordination of voice and data communication systems for the Ministry is also planned, managed and implemented by this branch.

ACCOUNTANT OF THE SUPREME COURT OF ONTARIO — ATT GEN 14
123 Edward St., Ste. 610
Toronto M5G 1E3
416-965-5596

This office is the depository for all money, **mortgages** and **securities** paid into, or lodged with, the Supreme Court of Ontario. These monies, mortgages and securities are received and disbursed or released pursuant to judgements and orders of the **Supreme Court of Ontario**, and in accordance with the **Courts of Justice Act** and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the **children** reach the age of majority.

FINANCIAL MANAGEMENT AND PROGRAMME ANALYSIS BRANCH — ATT GEN 15
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4400
Fax 416-326-4312

The branch provides all Ministry programs with financial management and accounting services, including formulation of program estimates and branch budgets. It also maintains the Ministry's Manual of Administration relating to financial and administrative policies and procedures.

Internal coordination, program analysis, and ongoing liaison with central agencies of the government are provided by this branch. It oversees the Ministry's analysis and planning function; monitors and evaluates the effectiveness and efficiency of programs and activities; and develops submissions for central agencies in consultation with operating branches.

The branch also assists **royal commissions** and **judicial inquiries** with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include drafting and coordinating the processing of all Orders-in-Council and Regulations for the Ministry; coordinating the responses to Order Paper Questions; and administering the **Public Institutions Inspection Act**.

HUMAN RESOURCES BRANCH — ATT GEN 16
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4490

The Human Resources Branch develops, coordinates and administers a full range of personnel services within the Ministry of the Attorney General. Responsibilities include the establishment and administration of Ministry human resources policies and procedures, classification and compensation levels, staff recruitment, training and development, employee counselling, staff relations, strategies for renewal, **employment equity** and **youth employment programs**. The branch also maintains personnel records, liaises with the Human Resources Secretariat and the Ontario Public Service Employees Union (OPSEU), and administers the **Blind Persons' Rights Act**. This Act states that **blind** persons shall not be denied **accommodation**, services or facilities or experience **discrimination** because they keep or are accompanied by a guide **dog**. As proof of entitlement to the Act's provisions, the branch issues an identification card, with a picture of

the blind person and the dog, upon successful completion of an approved training program.

AUDIT SERVICES BRANCH ATT GEN 17
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4223

The branch is responsible for the Ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

FREEDOM OF INFORMATION OFFICE ATT GEN 18
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4300
Fax 416-326-4307

The Freedom of Information Office coordinates implementation of the Freedom of Information and Protection of Privacy Act within the Ministry. Responsibilities include developing and monitoring administrative procedures, making policy recommendations, tracking and managing responses to access requests, gathering information, preparing statistical reports, and ensuring adherence to privacy provisions and other legislative requirements of the Act. A public **reading room** for the review of manuals and other information is open during regular office hours at 720 Bay St., 3rd Flr., Toronto.

ADMINISTRATIVE TRIBUNALS

OFFICE OF THE PUBLIC COMPLAINTS COMMISSIONER ATT GEN 19
157 Bloor St. W.
Toronto M5S 1P7
416-963-1141

The Office of the **Public Complaints Commissioner (PCC)** handles complaints from members of the public against **police** officers on the Metropolitan Toronto Police Force. Office hours are 8:30 a.m. to 5:15 p.m., and there is a twenty-four hour telephone answering service. A citizen may lodge a complaint directly with the Commissioner or with the Police Force. Both immediately receive copies of all complaints. The Public Complaints Commissioner is an independent civilian with the power to conduct a personal investigation, and to ensure prompt and fair handling of all complaints concerning allegations of misconduct. A complainant who is not satisfied with the Chief of Police's decision has the right, in certain circumstances, to a review by the Commissioner. After completing the review, the Commissioner may order a hearing before an all-civilian Board of Inquiry with the power to impose penalties directly on the officer involved.

ONTARIO MUNICIPAL BOARD ATT GEN 20
180 Dundas St. W.
Toronto M5G 1E5
416-598-2266
Fax 416-979-8808

The Ontario Municipal Board is an independent administrative tribunal which hears applications/appeals on municipal and planning matters. These include: **zoning** by-laws, **subdivision** plans, **official plans**, consents and minor variances under the **Planning Act**; assessment appeals under the **Assessment Act; land compensation** matters under the **Expropriations Act**; municipal capital expenditures and debentures under the **Municipal Act**; appeals under the **Rental Housing Protection Act**; and other legislation.

The Board was established by, and derives some of its authority from, the Ontario Municipal Board Act.

ASSESSMENT REVIEW BOARD ATT GEN 21
80 Bloor St. W.
Toronto M5S 1L9
416-965-7574

The Assessment Review Board hears complaints against **real property** and **business assessment**, which is the basis of **municipal taxation** in Ontario. The board handles appeals to amend school support lists for **school board** taxation; applications for the cancellation, reduction or refund of municipal taxes; and requests to increase municipal taxes where manifest errors have been made in the collectors' roll. For further information on real property assessment, see the Ministry of Revenue, Field Operations Branch. Contact local municipal offices for questions on property taxation and rates. For assessment complaints, contact the offices listed below.

Regional Registrar
Grand River/Niagara Area
678 Main St. E., Ste. 303
Hamilton L8M 1K2
416-549-4173
(Brant, Dufferin, Wellington, Waterloo, Niagara, Haldimand-Norfolk, Hamilton-Wentworth)

Regional Registrar
Southwestern Area
426 Third St., 1st Flr.
London N5W 4W6
519-453-6660
(Elgin, Bruce, Grey, Middlesex, Oxford, Kent, Lambton, Essex, Huron, Perth)

Regional Registrar
Central, Georgian Bay and Lake Huron Area
390 Davis Dr., Ste. 300
Newmarket L3Y 2N9
416-895-1274
If long distance dial
1-800-263-3237
(Simcoe, York, Halton, Peel)

Regional Registrar
Northeastern Area
Northgate Square, Ste. 300
North Bay P1B 2H3
705-474-1612
(Nippissing, Muskoka, Parry Sound, Cochrane, Timiskaming, Manitoulin, Sudbury)

Regional Registrar
Metro Toronto Area North
Sheppard Centre
2 Sheppard Ave. E., Ste. 605
North York M2N 5Y7
416-733-1990

Regional Registrar
Eastern Area
2378 Holly Lane, Rm. 208
Ottawa K1V 7P1
613-731-7166
(Ottawa-Carleton, Prescott & Russell, Stormont, Dundas & Glengarry, Lanark, Leeds & Grenville, Renfrew, Frontenac, Lennox & Addington, Hastings, Prince Edward, Northumberland)

Regional Registrar
Lake Ontario Area
277 George St. N., Ste. 207
Peterborough K9J 3G9
705-743-7960
(Peterborough, Victoria, Haliburton, Durham)

Regional Registrar
Northwestern Area
85 Great Northern Rd.
Sault Ste. Marie P6B 4Y8
705-949-5280
(Algoma, Thunder Bay,
Kenora, Rainy River)

Regional Registrar
Metro Toronto Area South
80 Bloor St. W., Ste. 701
Toronto M5S 1L9
416-965-6826

CRIMINAL INJURIES COMPENSATION BOARD ATT GEN 22
439 University Ave., 17th Flr.
Toronto M5G 1Y8
416-965-4755

The Board provides **compensation** to eligible applicants when a person is injured or killed in Ontario, as the result of an unprovoked act of **criminal** violence.

BOARD OF NEGOTIATION ATT GEN 23
720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4700

The Board may act as a mediator in negotiating a settlement when **real property** is **expropriated** and no agreement can be reached on **compensation**. The property owner or the expropriating authority can request the services of the Board.

BOARD OF VALUATION ATT GEN 24
720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4700

Where a power exercised under the **Power Corporation Act** does not constitute an expropriation or injurious affection, **compensation** must be paid to the **real property** owner for all damage. The Board of Valuation determines the amount of compensation when no agreement can be reached. If either the owner or the power corporation is dissatisfied with the amount fixed, appeals may be made to the **Ontario Municipal Board**.

COURTS ADMINISTRATION PROGRAM

COURTS ADMINISTRATION PROGRAM ATT GEN 25
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002

Under the direction of the Assistant Deputy Attorney General, Courts Administration (326-2609), this program provides administrative and technical support and direction to sheriffs and registrars of **Supreme, District and Surrogate Courts**; court administrators of Provincial Courts, Criminal and Family Divisions, and clerks, referees and bailiffs of **Small Claims Courts** (326-4002).

Additional responsibilities include: planning and provision of courtroom and court office **accommodation** (326-4025), court reporting services (326-4039), court **translation** and interpretating services (326-4035), administrative support for provincially appointed judiciary; and processing of applications for **Commissioners** for taking **affidavits** and **notaries public** 326-4064.

This office is also responsible for the Support and Custody Enforcement Program (326-4710).

COURTS

SUPREME COURT OF ONTARIO ATT GEN 26
130 Queen St. W.
Toronto M5H 2N5
416-363-4101

The Supreme Court of Ontario, the highest court in the Province, consists of two divisions: the **High Court of Justice**, which is the trial division, and the **Ontario Court of Appeal** which hears only appeals. With certain exceptions, parties before the High Court may demand a trial by judge and **jury**. The **Divisional Court** is a division of the High Court with jurisdiction to hear civil appeals from administrative tribunals and the Small Claims Court. The **Family Law Division** of the High Court (965-7418) handles **trials** of **divorce** actions and motions relating to disputes between husband and wife or parents and **children**, e.g. infant custody maintenance and/or **support**. There is a local office of the Supreme Court in every county or district (see list under the Ontario Courts entry, Ministry of the Attorney General). The Court of Appeal sits primarily in Toronto, while the Divisonal Court sits in Toronto, Ottawa and London.

SUPREME COURT OF ONTARIO ATT GEN 27
MASTERS' OFFICE
145 Queen St. W.
Toronto M5H 2N7
416-965-5578

The Masters are judicial officers of the Supreme Court of Ontario who have jurisdiction to consider certain motions in Supreme Court proceedings. One of their tasks is the **assessment** or review of lawyers' bills. Clients wanting to challenge fees charged by **lawyers** must go, with a copy of the bill, to the Supreme Court of Ontario within 30 days of receiving the bill or ask a judge for a time-extension. If the complaint is justified, the judge will issue an order to have the bill assessed. To initiate proceedings or launch appeals of an assessment officer's decision, contact the four courts listed below. In other areas, contact the Local Registrar of the Supreme Court of Ontario (listed under Ontario Courts, Ministry of the Attorney General).

Weekly Court
Supreme Court
145 Queen St. W.
Toronto M7H 2N7
416-965-5541

Master
Supreme Court
161 Elgin St.
Ottawa K2P 2K1
613-239-1320

Master
Supreme Court
80 Dundas St. E.
Box 5600, Postal Terminal "A"
London N6A 2P3
519-660-3036

Master
Supreme Court
245 Windsor Ave.
Windsor N9A 1J2
519-973-6628

SUPREME COURT OF ONTARIO ATT GEN 28
LOCAL REGISTRAR'S OFFICE
145 Queen St. W.
Toronto M5H 2N9
416-965-5544

The Local Registrar's Office, Judicial District of York, handles inquiries regarding cases commenced in this district. For a listing of **divorce** cases for **trials**, contact 965-7419; for **bankruptcy**, contact 965-5573; for other cases, contact 965-7416. The office provides cer-

tified copies of court **documents**, e.g. final divorce decree (965-5563). Outside this judicial district, contact the local Supreme Court Registrar of the relevant county or district. Divorce and bankruptcy cases are filed with the **Supreme Court of Ontario** but governed by the federal Divorce Act Canada 1986 and the Canada Bankruptcy Act, respectively. Questions about legal rights and requests for advice should be referred to a lawyer.

SUPREME COURT OF ONTARIO ATT GEN 29
REPORTERS' OFFICE
500 University Ave., Ste. 716
Toronto M5G 1V7
416-965-2824

This office supplies shorthand reporters who provide verbatim reporting services throughout the province for the sittings of all **trials** in the **Supreme Court of Ontario**. Written **transcripts** of proceedings are also prepared and made available to anyone, with rare exceptions, for a fee. The Reporters' Office serves only the Supreme Court of Ontario; lower courts have their own staff.

DISTRICT COURT OF ONTARIO ATT GEN 30
400 University Ave.
Toronto M5G 1S5
416-965-1866

The District Court of Ontario has jurisdiction in both **criminal** and civil cases. In civil cases, any amount may be claimed but the defendant can have the action moved into the **Supreme Court of Ontario** for an amount over 25,000. However, cases involving amounts under $1,000 ($3,000 in Metro Toronto) are usually brought to the Small Claims Court (Provincial Court, Civil Division). The District Court hears proceedings pursuant to a variety of Statutes, including: the **Landlord and Tenant Act, Family Law Act** and **Mental Incompetency Act**. Persons rarely appear without legal counsel. In many cases, either party may select **trial** by judge and jury. Criminal jurisdiction involves handling trials, with or without a jury, for most indictable offences.

Sheriffs in judicial districts and counties carry out the orders of the District and Supreme Courts of Ontario. Responsibilities include summoning jurors for **jury** duty in these courts, putting **writs** of execution into effect, and serving **documents** on behalf of members of the legal profession and the public. Sheriffs are also in charge of maintenance, security, etc. for county court houses.

SURROGATE COURT ATT GEN 31
439 University Ave, 3rd Flr.
Toronto M5G 1Y8
416-965-7316

Surrogate Court probates **wills** of persons who die testate (with a will) and letters of administration of persons who die **intestate** (without a will). The Court also handles contested claims against **estates**, will **trials**, applications under the **Succession Law Reform Act** and **Proof in Solemn Form of Lost Wills**. For information, contact the local Surrogate Court Registrars listed alphabetically by county or district under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CIVIL DIVISION) ATT GEN 32
SMALL CLAIMS COURT
Judges' Chambers
400 University Ave., 25th Flr.
Toronto M5G 1S8
416-965-3715

Small Claims Court Services Branch
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002

Provincial Court (Civil Division), also known as the Small Claims Court, provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding **debts** for amounts not exceeding $3,000, exclusive of interest, in Metropolitan Toronto and not exceeding $1,000, exclusive of interest, for the remainder of the province.

Procedures are informal; lawyers are not required, although their services may be used. Court staff may assist in the filing of a claim or defence. The Small Claims Courts are listed alphabetically by county or district under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CIVIL DIVISION) ATT GEN 33
SMALL CLAIMS COURT REFEREES
Judicial District of York
College Park, 444 Yonge St., Rm. 257
Toronto M5B 2H4
416-965-5591

Referees of the Small Claims Court **counsel** people on problems with **debts**, particularly **claims**, **garnishments** and consolidation orders. For this service, telephone for an appointment and bring information regarding income, expenses, debts and creditors. Referees conduct terms of payment, motion, accounting and pre-trial hearings.

There is a Small Claims Court Referee in each of the following judicial districts or counties: Algoma (located in Elliot Lake and Sault Ste. Marie), Cochrane (Timmins), Essex (Windsor), Hamilton-Wentworth (Hamilton), Kenora (Dryden and Kenora), Middlesex (London and Strathroy), Ottawa-Carleton (Ottawa), Sudbury (Sudbury), Thunder Bay (Thunder Bay), Timiskaming (Haileybury) and York (Toronto). The Small Claims Court Referee service in Metro Toronto has been decentralized to provide better service to the public. In addition to the referee at the College Park location, there are referees at the Etobicoke, North York and Scarborough Small Claims Courts. For addresses and telephone numbers, see Small Claims Court listings under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 34
60 Queen St. W.
Toronto M5H 2M4

The Provincial Court (Criminal Division) renders the final disposition in approximately 95 per cent of all cases under the **Criminal Code of Canada** and other federal statutes. This includes cases involving **young offenders** 16 and 17 years of age charged with criminal or regulatory offences. Judges appointed by the Lieutenant-Governor-in-Council preside over the court.

Persons accused of indictable offences which are neither within the absolute jurisdiction of a Provincial Court judge nor customarily tried before the Supreme Court of Ontario may elect to be tried before a provincial, county or district court judge sitting alone or

with a jury. For **bail** procedures to release a person from custody, contact a Justice of the Peace at the appropriate court branch or, in Toronto, the Bail Office at 965-7522.

Justices of the Peace and judges perform civil **marriages** (in Toronto, Monday to Friday) by special appointment only, to be made in person and in advance (965-7227).

The Provincial Court (Criminal Division) holds sittings on a regular basis at approximately 149 locations throughout the province. A list showing court addresses and telephone numbers appears under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 35
PROVINCIAL OFFENCES COURT

The Provincial Offences Court is presided over by provincial judges and Justices of the Peace who render the final disposition for **offences** under the Statutes of Ontario and **municipal** by-laws, excluding parking infractions.

The **Provincial Offences Act** covers the **prosecution** of all provincial offences (e.g. those under the **Highway Traffic Act**) and municipal by-laws, excluding parking infractions. This Act provides a procedure for dealing with minor offences. The person charged may choose one of three options: a payment out of court, a plea of not guilty, or a plea of guilty with explanation. The Act also provides for proceedings to be brought to court for more serious offences. Parking infractions continue to fall under the Summary Convictions Act, for the present.

Inquiries about payment of **parking tags** issued by municipal police should be directed to the police since procedures vary throughout the province. Parking tags issued by the Metro Toronto Police are payable at the municipal office or any bank in the province.

For inquiries on payment of **fines** following conviction and **driver licence** suspension for non-payment of fines, call the Provincial Court (Criminal Division); in Toronto, call 965-7537.

The Provincial Offences Court holds sittings on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the Provincial Court (Criminal Division), and can be found under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 36
DEFAULTED FINES CONTROL CENTRE
60 Queen St. W., Rm. 19
Old City Hall
Toronto M5H 2M4
416-965-9012

The Defaulted Fines Control Centre monitors court orders suspending **driver licences** for non-payment of **fines** under the **Highway Traffic Act**. Information is provided about the fines and the procedures for clearing suspensions. The Centre does not deal with traffic fines for drivers whose licences have not been suspended. For this information, contact the appropriate Provincial Offences Court at the same address as the local Provincial Court (Criminal Division), listed under Ontario Courts, Ministry of the Attorney General.

The Defaulted Fines Control Centre also monitors unpaid **parking tags**. The owner of the car is denied plates until the fines are paid. Information is provided about the fines and procedures for renewing permits.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 37
METRO TORONTO FORENSIC SERVICE
1001 Queen St. W.
Toronto M6J 1H4
416-535-8501

The Metro Toronto Forensic Service (**METFORS**) performs **psychiatric** assessments of persons arrested due to alleged **criminal** offences and suspected of being **mentally ill**. Examinations are ordered primarily by the Provincial Court (Criminal Division), and usually conducted prior to bail. The Service also assesses and treats persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General; staffed by professionals in the field; and run by a board of representatives from the **Clarke Institute of Psychiatry** and the Ministries of the Attorney General, Health and Correctional Services. While primarily serving courts within the Judicial District of York, METFORS sometimes accepts cases from elsewhere.

PROVINCIAL COURT (FAMILY DIVISION) ATT GEN 38
Chief Judge's Office
700 Bay St.
Toronto M5G 1Z6
416-965-3214

Provincial Court (Family Division) deals with domestic relations law (custody and access of **children, support** orders for spouses, infants and destitute parents); child welfare (child protection and **adoption**); and **young offenders** (children 12 to 15 years of age charged with **criminal** or regulatory offences).

There is at least one court in each county, district or judicial district, except for the Judicial District of Hamilton-Wentworth (see Unified Family Court). For a list of court addresses, see Ontario Courts, Ministry of the Attorney General.

UNIFIED FAMILY COURT ATT GEN 39
Judicial District of Hamilton-Wentworth
55 Main St. W.
Hamilton L8P 1H4
416-525-1550

The Unified Family Court, Judicial District of Hamilton-Wentworth, was established in 1977, in response to recommendations by the federal and Ontario law reform commissions, as a pilot project for future development in other areas of Ontario. Replacing the former Provincial Court (Family Division) of Hamilton-Wentworth, the Unified Family Court has exclusive, original jurisdiction over family matters as set out in the Courts of Justice Act, 1984, Part III. The court is designed to remedy problems, assumed to be the product of the existing court system, by unifying the exercise of jurisdiction in all **family law** matters. Court objectives relate to the interests of individual families and the state. For families, the system aims to lessen feelings of confusion, decrease costs, reduce delay and inconvenience, and provide a comprehensive, equitable, understandable and durable legal resolution. For the state, the system aims to decrease the court, legal and welfare costs of resolving family disputes; to preserve and strengthen the family by helping spouses accept their responsibilities; and to promote conditions which encourage respect for the law and the courts. Attached to and forming part of the Unified Family Court is a conciliation service, which mediates between parties to resolve issues of custody and access.

ONTARIO COURTS ATT GEN 40

Ontario is divided for administrative purposes into judicial counties or districts. A list of courts, grouped by the judicial counties or districts in which they are located, appears below. Courts are also listed in the blue pages of all telephone directories.

ALGOMA DISTRICT

Provincial Court (Criminal)
P. O. Box 187
Bruce Mines P0R 1C0
705-785-3767

Provincial Court (Criminal)
14 Oakland Blvd.
Elliot Lake P5A 2T1
705-848-2500

Provincial Court (Civil Division)
Elliot Lake Small Claims Court
48 Ontario Ave.
Elliot Lake P5A 1Y1
705-848-2383

Crown Attorney
Court House, P. O. Box 550
Sault Ste. Marie P6A 5M8
705-759-9444

Sheriff-District Court
Court House
P. O. Box 550
426 Queen St. E.
Sault Ste. Marie P6A 5M8
705-759-1352

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
426 Queen St. E.
Sault Ste. Marie P6A 5M8
705-759-9418

Provincial Court (Criminal)
Court House, P. O. Box 550
Sault Ste. Marie P6A 5M8
705-759-9400

Provincial Court (Family)
Court House, P. O. Box 909
473 Queen St. E., Ste. 100
Sault Ste. Marie P6A 1Z5
705-253-3288

Provincial Court (Civil Division)
Sault Ste. Marie Small Claims Court
Small Claims Court Referee
Court House, 424-440 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-253-5141

BRANT COUNTY

Crown Attorney
38 Darling St.
Brantford N3T 6A8
519-752-3704

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
70 Wellington St.
Brantford N3T 2L9
519-752-5941

Provincial Court (Criminal)
102 Wellington Sq.
Brantford N3T 2M2
519-753-3121

Provincial Court (Family)
38 Darling St.
Brantford N3T 6A8
519-752-6559

Provincial Court (Civil Division)
Brantford Small Claims Court
111 Arthur St., P. O. Box 142
Brantford N3S 3J3
519-753-0451

BRUCE COUNTY

Provincial Court (Civil Division)
Port Elgin Small Claims Court
Box 1621, 607 Mill St.
Port Elgin N0H 2C0
519-832-2253

Crown Attorney
Court House
P. O. Box 460
Walkerton N0G 2V0
519-881-0432

Sheriff
Court House
215 Cayley St.
Walkerton N0G 2V0
519-881-1772

Local Registrar-Supreme Court
Surrogate Registrar
Court House
215 Cayley St.
Walkerton N0G 2V0
519-881-0211

Provincial Court (Criminal & Family)
P. O. Box 39
Walkerton N0G 2V0
519-881-2333

Provincial Court (Civil Division)
Walkerton Small Claims Court
Court House
Box 430, 215 Cayley St.
Walkerton N0G 2V0
519-881-0211

Provincial Court (Civil Division)
Wiarton Small Claims Court
Box 514, 507 Mary St.
Wiarton N0H 2T0
519-534-1714

COCHRANE DISTRICT

Sheriff
Court House
P. O. Box 38
149-4th Ave.
Cochrane P0L 1C0
705-272-4256

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
P. O. Box 638
Cochrane P0L 1C0
705-272-4186

Provincial Court (Criminal & Family)
P. O. Box 2069
Cochrane P0L 1C0
705-272-4358

Provincial Court (Civil Division)
Cochrane Small Claims Court
Box 1360, 149 4th Ave.
Cochrane P0L 1C0
705-272-4151

Provincial Court (Civil Division)
Iroquois Falls Small Claims Court
Box 369, 885 Centennial St.
Iroquois Falls P0K 1G0
705-232-4374

Crown Attorney
2 Drury St.
Kapuskasing P5N 1K8
705-335-6184

Provincial Court (Civil Division)
Kapuskasing Small Claims Court
Box 182, 22 Hill St.
Kapuskasing P5N 2V7
705-335-6383

Crown Attorney
230A First Ave.
Timmins P4N 1H5
705-264-5234

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
48 Spruce St. N.
Timmins P4N 6M7
705-267-1449

Provincial Court (Criminal)
The 101 Mall, Ste. 125
38 Pine St. N.
Timmins P4N 6K6
705-264-2376

Provincial Court (Family)
The 101 Mall, 2nd Flr.
38 Pine St. N.
Timmins P4N 6K6
705-264-5228

Provincial Court (Civil Division)
Timmins Small Claims Court
Small Claims Court Referee
47 Pine St. S.
Timmins P4N 2J9
705-264-3808

DUFFERIN COUNTY

Crown Attorney
Provincial Court Office
10 Louisa St.
Orangeville L9W 3P9
519-941-4471

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
51 Zina St.
Orangeville L9W 1E5
519-941-4744

Provincial Court (Criminal & Family)
75 First St., 2nd Flr.
Orangeville L9W 2E7
519-941-5802

Provincial Court (Civil Division)
Orangeville Small Claims Court
21 First St.
Orangeville L9W 2C8
519-941-1392

Provincial Court (Civil Division)
Shelburne Small Claims Court
R. R. 1
Shelburne L0N 1S0
519-925-5040

JUDICIAL DISTRICT OF DURHAM

Provincial Court (Criminal)
242 King St. E.
Oshawa L1H 3Z8
416-723-5251

Provincial Court (Family)
44 Bond St. W.
P. O. Box 2216
Oshawa L1G 6R2
416-728-1623/4

Provincial Court (Civil Division)
Oshawa Small Claims Court
Box 474, Station A
King & Park Plaza
14 1/2 King St. E.
Oshawa L1H 2L5
416-723-9332

Provincial Court (Civil Division)
Uxbridge Small Claims Court
8 Brock St. W., Ste. 6
P. O. Box 340
Uxbridge L0C 1K0
416-852-7113

Crown Attorney
Court House
P. O. Box 448
605 Rossland Rd. E.
Whitby L1N 5S4
416-668-8873

Sheriff
Court House
P. O. Box 446
605 Rossland Rd. E.
Whitby L1N 5S4
416-668-6808

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
P. O. Box 447
605 Rossland Rd. E.
Whitby L1N 5S4
416-668-8845

Provincial Court (Civil Division)
Whitby Small Claims Court
306 Dundas St. W., 2nd Flr
P. O. Box 386
Whitby L1N 5S4
416-668-3624

ELGIN COUNTY

Crown Attorney
P. O. Box 307
4-8 Wellington St.
St. Thomas N5P 3T9
519-631-1506

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House, P. O. Box 310
St. Thomas N5P 3T9
519-633-1720

Sheriff
Court House, P. O. Box 310
St. Thomas N5P 3T9
519-631-3530

Provincial Court (Criminal)
P. O. Box 267
St. Thomas N5P 3T9
519-633-1230

Provincial Court (Family)
P. O. Box 327
St. Thomas N5P 3T9
519-633-2160/69

Provincial Court (Civil Division)
St. Thomas Small Claims Court
2 Wellington St.
St. Thomas N5R 2P2
519-631-1241

ESSEX COUNTY

Provincial Court (Civil Division)
Amherstburg Small Claims Court
1389 Front Road S.
Amherstburg N9V 2M5
519-736-2667

Provincial Court (Civil Division)
Kingsville Small Claims Court
17 Division St. S., P. O. Box 40
Kingsville N9Y 2E8
519-733-2633

Crown Attorney
West Court Place, Ste. 410
251 Goyeau St.
Windsor N9A 6V2
519-253-1104

Sheriff
County Court House
245 Windsor Ave.
Windsor N9A 1J2
519-973-6600

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
245 Windsor Ave.
Windsor N9A 1J2
519-973-6620
519-973-6626 Surrogate Registrar

Provincial Court (Criminal)
P. O. Box 607
Windsor N9A 6N4
519-254-2591

Provincial Court (Family)
250 Windsor Ave., 4th Flr.
Windsor N9A 6R5
519-254-2871

Provincial Court (Civil Division)
Windsor Small Claims Court
744 Ouellette Ave.
Windsor N9A 1C3
519-258-8751

Masters' Office
Supreme Court of Ontario
245 Windsor Ave., Rm. 114
Windsor N9A 1J2
519-973-6628

FRONTENAC COUNTY

Crown Attorney
County Court House, 2nd Flr.
Kingston K7L 2N4
613-548-6220

Sheriff
Court House
Kingston K7L 2N4
613-548-6820

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
Kingston K7L 2N4
613-548-6811

Provincial Court (Criminal)
P. O. Box 400
279 Wellington St.
Kingston K7L 4W2
613-548-6200

Provincial Court (Family)
P. O. Box 981
469 Montreal St.
Kingston K7L 4X8
613-548-6789

Provincial Court (Civil Division)
Kingston Small Claims Court
County Court House
Kingston K7L 2N4
613-545-1319

Provincial Court (Civil Division)
Sharbot Lake Small Claims Court
General Delivery
Sharbot Lake K0H 2P0
613-279-2537

GREY COUNTY

Provincial Court (Civil Division)
Durham Small Claims Court
R. R. 3, Box 103
Durham N0G 1R0
519-369-3505

Provincial Court (Civil Division)
Meaford Small Claims Court
Box 742
Meaford N0H 1Y0
519-538-3618

Crown Attorney
Court House
595 9th Ave. E.
Owen Sound N4K 3E3
519-376-3199

Sheriff
Court House
595 9th Ave. E.
Owen Sound N4K 3E3
519-376-7535

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
595 9th Ave. E.
Owen Sound N4K 3E3
519-376-1461

Provincial Court (Criminal)
1133 2nd Ave. E.
P. O. Box 233
Owen Sound N4K 5P3
519-376-0185

Provincial Court (Family)
Toms Bldg., 347 8th St. E.
P. O. Box 206
Owen Sound N4K 2R8
519-371-1313

Provincial Court (Civil Division)
Owen Sound Small Claims Court
1131 2nd Ave. E.
Owen Sound N4K 2H3
519-326-4251

JUDICIAL DISTRICT OF HALDIMAND

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Sheriff
Court House
Box 70
Cayuga N0A 1E0
416-772-5352

Provincial Court (Criminal & Family)
P. O. Box 399
Cayuga N0A 1E0
416-772-3818

Crown Attorney
Court House
55 Munsee St.
Cayuga N0A 1E0
416-772-5043

Provincial Court (Civil Division)
Cayuga Small Claims Court
Court House
Box 58, 55 Munsee St.
Cayuga N0A 1E0
416-772-3403

JUDICIAL DISTRICT OF HALTON

Provincial Court (Criminal)
760 Brant St.
Burlington L7R 4B7
416-632-8811

Provincial Court (Civil Division)
Burlington Small Claims Court
548 Locust St., Box 384
Burlington L7R 3Y3
416-632-0680

Crown Attorney
Court House
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-7291

Sheriff
Court House
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-7285

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-7281

Provincial Court (Family)
Court House
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-7268

Provincial Court (Criminal)
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-4165

Provincial Court (Civil Division)
Milton Small Claims Court
Court House
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-6771

Provincial Court (Civil Division)
Oakville Small Claims Court
297 Lakeshore Rd. E., Ste. 4
Oakville L6J 1J3
416-845-7941

JUDICIAL DISTRICT OF HAMILTON-WENTWORTH

Crown Attorney
Court House
50 Main St. E.
Hamilton L8N 1E9
416-528-8774

Sheriff
Court House
50 Main St. E.
Hamilton L8N 1E9
416-522-1318

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
50 Main St. E.
Hamilton L8N 1E9
416-528-6708

Provincial Court (Criminal)
125 Main St. E.
Hamilton L8N 1G4
416-525-1840

County & District Courts
Unified Family Courts
55 Main St. W.
Hamilton L8P 1H4
416-525-1550
416-525-1551 (Litigation)
416-525-1552 (Child Coordinator)

Provincial Court (Civil Division)
Hamilton Small Claims Court
P. O. Box 680
140 Hunter St. E.
Hamilton L8N 3M6
416-522-9063

HASTINGS COUNTY

Provincial Court (Civil Division)
Bancroft Small Claims Court
90 Bridge St. E., Box 36
Bancroft K0L 1C0
613-332-4613

Crown Attorney
235 Pinnacle St.
Belleville L8N 3A0
613-962-0772

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
235 Pinnacle St.
Belleville K8N 3A9
613-962-9106

Provincial Court (Criminal)
15 Victoria Ave., 1st Flr.
Belleville K8N 1Z5
613-962-3468

Provincial Court (Family)
Century Place, Ste. 402
P. O. Box 906
Belleville K8N 5B6
613-968-6759

Provincial Court (Civil Division)
Belleville Small Claims Court
123 Front St.
Belleville K8N 2Y6
613-962-2300

Provincial Court (Civil Division)
Marmora Small Claims Court
108 Forsyth St.
Marmora K0K 2M0
613-472-2501

Provincial Court (Civil Division)
Trenton Small Claims Court
80 Division St.
Trenton K8V 5S5
613-392-1655

HURON COUNTY

Crown Attorney
Court House
1 Court House Sq.
Goderich N7A 1M2
519-524-9272

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
1 Court House Sq.
Goderich N7A 1M2
519-524-7322

Provincial Court (Criminal)
Court House
1 Court House Sq.
Goderich N7A 1M2
519-524-9342

Provincial Court (Family)
Court House
1 Court House Sq.
Goderich N7A 1M2
519-524-2990

Provincial Court (Civil Division)
Goderich Small Claims Courts
61 Hamilton St., Box 512
Goderich N7A 1R1
519-524-7112

KENORA DISTRICT

Provincial Court (Criminal & Family)
479 Government St.
P. O. Box 3000
Dryden P8N 3B3
807-223-2348/49

Crown Attorney
479 Government St.
P. O. Box 3000
Dryden P8N 3B3
807-223-3351

Provincial Court (Civil Division)
Dryden Small Claims Court
Ontario Government Bldg., Rm. 127
479 Government St., Box 636
Dryden P8N 2Z3
807-223-2613

Crown Attorney
Court House
Water St.
Kenora P9N 1S4
807-468-8292

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
Kenora P9N 1S4
807-468-6270

Provincial Court (Criminal)
Court House
Kenora P9N 1S4
807-468-6132

Provincial Court (Family)
Court House
216 Water St.
Kenora P9N 1S4
807-468-3353/4

Provincial Court (Civil Division)
Kenora Small Claims Court
Court House
Kenora P9N 1S4
807-468-6270

Provincial Court (Civil Division)
Red Lake Small Claims Court
Box 226
Red Lake P0V 2M0
807-727-2767

KENT COUNTY

Crown Attorney
Court House
21 Seventh St., 4th Flr.
Chatham N7M 4K1
519-352-2141

Sheriff
Court House
21 Seventh St., 3rd Flr.
Chatham N7M 4K1
519-352-7740

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
21 Seventh St., 3rd Flr.
Chatham N7M 4K1
519-354-4450

Provincial Court (Criminal)
21 Seventh St.
Chatham N7M 4K1
519-352-9070

Provincial Court (Family)
467 St. Clair St., Box 38
Chatham N7M 5K1
519-354-3400

Provincial Court (Civil Division)
Chatham Small Claims Court
21 Seventh St., Box 205
Chatham N7M 5K3
519-354-0210

LAMBTON COUNTY

Provincial Court (Civil Division)
Forest Small Claims Court
1 James St., Box 327
Forest N0N 1J0
519-786-5329

Crown Attorney
Court House
700 Christina St. N.
P. O. Box 2587
Sarnia N7T 7V8
519-337-7596

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
700 Christina St. N.
P. O. Box 2567
Sarnia N7T 7N5
519-337-3265

Sheriff
Court House
700 Christina St. N.
P. O. Box 2587
Sarnia N7T 7N5
519-337-3265

Provincial Court (Criminal)
700 Christina St. N.
P. O. Box 2017
Sarnia N7T 7L1
519-336-8830

Provincial Court (Family)
700 Christina St. N.
P. O. Box 2628
Sarnia N7T 7V8
519-337-2346

Provincial Court (Civil Division)
Sarnia Small Claims Court
180 Christina St. N.
Sarnia N7T 5T9
519-337-6651

LANARK COUNTY

Provincial Court (Civil Division)
Carleton Place Small Claims Court
4-94 Bell St.
Carleton Place K7C 1V4
613-257-4482

Crown Attorney
Court House
43 Drummond St. E.
Perth K7H 1G1
613-267-1900

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
43 Drummond St. E.
Perth K7H 1G1
613-267-2021

Provincial Court (Civil Division)
Perth Small Claims Court
Court House
Box 51, 43 Drummond St.
Perth K7H 1G1
613-267-2021

Provincial Court (Criminal & Family)
39 Chamber St.
P. O. Box 31
Smiths Falls K7A 4S9
613-283-1906/7

Provincial Court (Civil Division)
Smiths Falls Small Claims Court
R. R. 5
Smiths Falls K7A 4P6
613-283-4193

UNITED COUNTIES OF LEEDS & GRENVILLE

Crown Attorney
County Court House
Court House Ave.
Brockville K6V 5V5
613-342-2034

Sheriff
County Court House
P. O. Box 8
Brockville K6V 5T7
613-345-5895

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
County Court House
Brockville K6V 5T7
613-342-2288

Provincial Court (Criminal & Family)
75 Water St. W.
P. O. Box 1360
Brockville K6V 5Y6
613-342-5003

Provincial Court (Civil Division)
Brockville Small Claims Court
27 King St. E.
Brockville K6V 1A7
613-342-2833

Provincial Court (Criminal Division)
100 Garden St.
Box 213
Gananoque K7G 1H9
613-382-4606

Provincial Court (Criminal Division)
360 Dibble St.
Prescott K0E 1T0
613-925-4873

Provincial Court (Civil Division)
Prescott Small Claims Court
146 King St. W., Box 1270
Prescott K0E 1T0
613-925-4633

COUNTY OF LENNOX & ADDINGTON

Provincial Court (Civil Division)
Kaladar Small Claims Court
Box 51
Kaladar K0H 1Z0
613-336-8952

Crown Attorney
County Memorial Bldg.
41 Dundas St. W.
P. O. Box 158
Napanee K7R 1Z5
613-354-2144

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
97 Thomas St. E.
Napanee K7R 1L1
613-354-3845

Provincial Court (Criminal & Family)
P. O. Box 386
41 Dundas St. W.
Napanee K7R 3P5
613-354-5450/3850

Provincial Court (Civil Division)
Napanee Small Claims Court
35 Dundas St. E., Box 51
Napanee K7R 3L4
613-354-5243

MANITOULIN DISTRICT

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House, P. O. Box 265
Gore Bay P0P 1H0
705-282-2461

Provincial Court (Criminal & Family)
District Court House
P. O. Box 314
Gore Bay P0P 1H0
705-282-2531

Provincial Court (Civil Division)
Gore Bay Small Claims Court
Court House
Gore Bay P0P 1H0
705-282-2461

Provincial Court (Civil Division)
Little Current Small Claims Court
Box 363
Little Current P0P 1K0
705-368-3100

Crown Attorney
Court House
Sudbury P3C 1T9
705-675-4155

MIDDLESEX COUNTY

Crown Attorney
Court House
80 Dundas St.
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3003

Sheriff
Court House
80 Dundas St. E.
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3004

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
80 Dundas St. E.
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3026

Provincial Court (Criminal)
Court House
80 Dundas St. E.
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3013

Provincial Court (Family)
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3044

Provincial Court (Civil Division)
London Small Claims Court
Court House
80 Dundas St. E.
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3000

The Referee
London Small Claims Court
Court House
London N6A 2P3
519-433-4684

Masters' Office Supreme Court
Court House
80 Dundas St. E.
P. O. Box 5600, Terminal A
London N6A 2P3
519-660-3036

Provincial Court (Civil Division)
Strathroy Small Claims Court
52 Frank St.
Strathroy N7G 2R4
519-245-1477

MUSKOKA DISTRICT

Crown Attorney
Court House
P. O. Box 487
Bracebridge P0B 1C0
705-645-2411

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
3 Dominion St. N., P. O. Box 1080
Bracebridge P0B 1C0
705-645-8793

Provincial Court (Criminal)
P. O. Box 1110
Bracebridge P0B 1C0
705-645-2269

Provincial Court (Family)
P. O. Box 159
Bracebridge P0B 1C0
705-645-2831

Provincial Court (Civil Division)
Bracebridge Small Claims Court
Box 1821
Bracebridge P0B 1C0
705-645-2682

Provincial Court (Civil Division)
Huntsville Small Claims Court
P. O. Box 2592, 578 Brunel Rd.
Huntsville P0A 1K0
705-789-5630

JUDICIAL DISTRICT OF NIAGARA NORTH

Provincial Court (Civil Division)
Grimsby Small Claims Court
31 Baker Rd. N., P. O. Box 293
Grimsby L3M 2W9
416-945-2756

Crown Attorney
P. O. Box 788
St. Catharines L2R 6Y3
416-685-4293

Sheriff
Court House
59 Church St., P. O. Box 277
St. Catharines L2R 6T7
416-685-7341

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
59 Church St., P. O. Box 727
St. Catharines L2R 6Y3
416-685-4258

Provincial Court (Criminal)
59 Church St., 2nd Flr.
P. O. Box 1537
St. Catharines L2R 7J9
416-685-4856

Provincial Court (Family)
59 Church St., 4th Flr.
P. O. Box 536
St. Catharines L2R 6V9
416-685-7142

Provincial Court (Civil Division)
St. Catharines Small Claims Court
59 Church St., 2nd Flr.
P. O. Box 574
St. Catharines L2R 6W8
416-682-1560

JUDICIAL DISTRICT OF NIAGARA SOUTH

Provincial Court (Criminal)
P. O. Box 627
Niagara Falls L2E 6J5
416-354-2789

Provincial Court (Civil Division)
Niagara Falls Small Claims Court
4691 Ontario Ave.
Niagara Falls L2G 3R1
416-356-3404

Crown Attorney
190 Division St.
Welland L3B 4A2
416-732-1328

Sheriff
Court House
102 East Main St.
Welland L3B 3W6
416-734-6284

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
102 East Main St.
Welland L3B 3W6
416-735-0010

Provincial Court (Criminal)
40 Division St.
Welland L3B 3Z6
416-732-2493

Provincial Court (Family)
3 Cross St.
P. O. Box 383
Welland L3B 5P7
416-734-7451

Provincial Court (Civil Division)
Welland Small Claims Court
Court House
102 Main St. E., Box 612
Welland L3B 5R4
416-734-7417

NIPISSING DISTRICT

Crown Attorney
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8313

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8308
705-495-8309 (Sheriff)

Provincial Court (Criminal)
360 Plouffe St.
North Bay P1B 9L5
705-495-8315

Provincial Court (Family)
360 Plouffe St.
North Bay P1B 9L5
705-495-8307

Provincial Court (Civil Division)
North Bay Small Claims Court
360 Plouffe St.
North Bay P1B 9L5
705-472-5860

Provincial Court (Civil Division)
Sturgeon Falls Small Claims Court
Box 416
Sturgeon Falls P0H 2G0
705-753-1090

JUDICIAL DISTRICT OF NORFOLK

Crown Attorney
Justice Bldg., Box 605
No. 3 Highway W.
Simcoe N3Y 4N4
519-426-5920

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
P. O. Box 308
Simcoe N3Y 4L2
519-426-6550

Provincial Court (Criminal)
P. O. Box 605
Simcoe N3Y 4N4
519-426-8330

Provincial Court (Family)
P. O. Box 605
Simcoe N3Y 4N4
519-426-8450

Provincial Court (Civil Division)
Simcoe Small Claims Court
Court House, Box 605
Simcoe N3Y 4N4
519-426-3447

NORTHUMBERLAND COUNTY

Provincial Court (Civil Division)
Brighton Small Claims Court
76 Yonge St., Box 97
Brighton K0K 1H0
613-475-0961

Crown Attorney
Court House
55 King St. W.
Cobourg K9A 2M2
416-372-8784

Sheriff
Court House
P. O. Box 517
860 William St.
Cobourg K9A 4K8
416-372-7812

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
P. O. Box 360
Cobourg K9A 4K8
416-372-3751

Provincial Court (Criminal)
1011 William St., Box 910
Cobourg K9A 4W4
416-372-0193/4

Provincial Court (Family)
Court House
55 King St. W.
P. O. Box 996
Cobourg K9A 2M2
416-372-0126

Provincial Court (Civil Division)
Cobourg Small Claims Court
428 King St. E.
Cobourg K9A 1M6
416-372-7153

Provincial Court (Civil Division)
Port Hope Small Claims Court
3 Jane St., Box 216
Port Hope L1A 2E4
416-885-8695

JUDICIAL DISTRICT, OTTAWA-CARLETON

Crown Attorney
Court House
161 Elgin St., 3rd Flr.
Ottawa K2P 2K1
613-239-1200

Sheriff
Court House
161 Elgin St.
Ottawa K2P 2K1
613-239-1050

Master and Taxing Officer
Supreme Court of Ontario
16 Elgin St.
Ottawa K2P 2K1
613-239-1320

Local Registrar-Supreme Court
District Court Clerk
Surrogate Registrar
Court House
161 Elgin St.
Ottawa K2P 2K1
613-239-1022

Provincial Court (Criminal)
Court House
161 Elgin St.
Ottawa K2P 2K1
613-239-1130

Provincial Court (Family)
Court House
161 Elgin St.
Ottawa K2P 2K1
613-239-1099

Provincial Court (Civil Division)
Ottawa Small Claims Court
Small Claims Court Referee
161 Elgin St.
Ottawa K2P 2K1
613-239-1079

Witness/Victim Assistance Unit
161 Elgin St.
Ottawa K2P 2K1
613-239-1229

Court Interpretation Services
161 Elgin St.
Ottawa K2P 2K1
613-239-1015

OXFORD COUNTY

Crown Attorney
Court House
Hunter St.
Woodstock N4S 4G6
519-537-2611

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
P. O. Box 70
Woodstock N4S 4G6
519-539-6187

Provincial Court (Criminal)
Court House
Hunter St.
Woodstock N4S 4G6
519-537-2369

Provincial Court (Family)
Court House
Hunter St.
Woodstock N4S 4G6
519-537-2377

Provincial Court (Civil Division)
Woodstock Small Claims Court
461 Dundas St.
Woodstock N4S 1C2
519-537-8511

PARRY SOUND DISTRICT

Crown Attorney
Court House
89 James St.
Parry Sound P2A 1T7
705-746-2331

Sheriff
Court House
Parry Sound P2A 1T7
705-746-2421

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
P. O. Box 99, 89 James St.
Parry Sound P2A 1T7
705-746-5864

Provincial Court (Criminal & Family)
89 James St., Main Flr.
P. O. Box 455
Parry Sound P2A 1T7
705-746-4237/72

Provincial Court (Civil Division)
Parry Sound Small Claims Court
89 James St.
Parry Sound P2A 1T7
705-746-5464

Provincial Court (Civil Division)
South River Small Claims Court
Ontario St., Hwy 116
P. O. Box 119
Burks Falls P0A 1C0
705-382-2571

JUDICIAL DISTRICT OF PEEL

Crown Attorney
Court House
7765 Hurontario St.
P. O. Box 548
Brampton L6V 2L7
416-452-6626

Sheriff
P. O. Box 548
Brampton L6V 2L7
416-452-6600

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
P. O. Box 8000
Brampton L6V 2M7
416-452-6617

Provincial Court (Criminal)
141 Clarence St.
Brampton L6V 3E6
416-452-7551

Provincial Court (Family)
P. O. Box 220
Brampton L6V 2L1
416-452-6608

Provincial Court (Civil Division)
Brampton Small Claims Court
Court House
7765 Hurontario St.
Brampton L6V 2M7
416-451-0121

Provincial Court (Civil Division)
Mississauga Small Claims Court
470 Hensall Circle
Mississauga L5A 3V5
416-277-1583

Provincial Court (Criminal)
424 Hensall Circle
Mississauga L5A 1X8
416-270-0612

PERTH COUNTY

Provincial Court (Civil Division)
Listowel Small Claims Court
595 Inkerman St. E.
Listowel N4W 2N8
519-291-1423

Crown Attorney
Court House
1 Huron St.
Stratford N5A 6J6
519-271-4020

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
P. O. Box 726
1 Huron St.
Stratford N5A 5S4
519-271-2572

Provincial Court (Criminal & Family)
Admin. of Justice Bldg.
17 George St. W.
Stratford N5A 2V4
519-271-9252

Provincial Court (Civil Division)
Stratford Small Claims Court
Court House
1 Huron St.
Stratford N5A 5S4
519-271-4940

PETERBOROUGH COUNTY

Crown Attorney
70 Simcoe St.
Peterborough K9H 7G9
705-876-3848

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
Peterborough K9H 3M3
705-745-0587 (Sheriff)
705-745-0588 (Local Registrar-Supreme Court)

Provincial Court (Criminal)
70 Simcoe St.
Peterborough K9H 7G9
705-876-3846

Provincial Court (Family)
70 Simcoe St.
Peterborough K9H 7G9
705-876-3816

Provincial Court (Civil Division)
Peterborough Small Claims Court
Court House
Peterborough K9H 3M3
705-749-1576

UNITED COUNTIES OF PRESCOTT AND RUSSELL

Provincial Court (Civil Division)
Hawkesbury Small Claims Court
464 Laurier St., Rm. 35
Hawkesbury K6A 2A6
613-632-4282

Crown Attorney
Court House, P. O. Box 299
L'Orignal K0B 1K0
613-675-4460

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
Queen St.
L'Orignal K0B 1K0
613-675-4567

Provincial Court (Criminal & Family)
Court House
L'Orignal K0B 1K0
613-675-4695/4625

Provincial Court (Civil Division)
Rockland Small Claims Court
2560 Lalonde St., Box 250
Rockland K0A 3A0
613-446-4781

PRINCE EDWARD COUNTY

Crown Attorney
P. O. Box 720
Picton K0K 2T0
613-476-6267

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
44 Union St.
Picton K0K 2T0
613-476-6236

Provincial Court (Criminal)
P. O. Box 640
Picton K0K 2T0
613-476-2606

Provincial Court (Family)
P. O. Box 640
Picton K0K 2T0
613-476-2606

Provincial Court (Civil Division)
Picton Small Claims Court
9 Queen St.
Picton K0K 2T0
613-476-2390

RAINY RIVER DISTRICT

Crown Attorney
Court House
P. O. Box 338
333 Church St.
Fort Frances P9A 3M7
807-274-9825

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
333 Church St., P. O. Box 8
Fort Frances P9A 3M5
807-274-5961

Provincial Court (Criminal & Family)
P. O. Box 336
Fort Frances P9A 3M7
807-274-9832/3

Provincial Court (Civil Division)
Fort Frances Small Claims Court
Court House,
333 Church St.
Box 8
Fort Frances P9A 3M5
807-274-5961

RENFREW COUNTY

Crown Attorney
77 Mary St., Ste. 200
Pembroke K8A 5V4
613-732-2261

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
P. O. Box 1238
297 Pembroke St. E.
Pembroke K8A 6Y6
613-732-2541 (Sheriff)
613-732-8581

Provincial Court (Criminal & Family)
415-417 Pembroke St. W.
P. O. Box 218
Pembroke K8A 6X3
613-735-0697 (Family)
613-735-6886 (Criminal)

Provincial Court (Civil Division)
Pembroke Small Claims Court
Court House
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-3055

Provincial Court (Civil Division)
Renfrew Small Claims Court
898 Raglan St.
P. O. Box 386
Renfrew K7V 1R3
613-432-3193

SIMCOE COUNTY

Crown Attorney
Court House
114 Worsley St.
Barrie L4M 1M1
705-728-1221, Ext. 57

Sheriff
Court House
114 Worsley St.
Barrie L4M 1M1
705-728-1221

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
114 Worsley St.
Barrie L4M 1M1
705-728-1221, Ext. 20

Provincial Court (Criminal)
Court House
30 Poyntz St., P. O. Box 284
Barrie L4M 1M1
705-728-1221, Ext. 46/47/48/49

Provincial Court (Family)
Court House
30 Poyntz St., P. O. Box 184
Barrie L4M 4T2
705-728-1221, Ext. 35/36/37/38

Provincial Court (Civil Division)
Barrie Small Claims Court
Court House
114 Worsley St.
Barrie L4M 3P2
705-728-4181

Provincial Court (Civil Division)
Collingwood Small Claims Court
649 Hurontario St.
Collingwood L9Y 2N6
705-445-4240

Provincial Court (Criminal)
19 Front St. N.
Orillia L3V 4R6
705-326-2671

Provincial Court (Civil Division)
Orillia Small Claims Court
19 Front St. N.
P. O. Box 293
Orillia L3V 4R6
705-326-4251

UNITED COUNTIES OF STORMONT, DUNDAS & GLENGARRY

Provincial Court (Civil Division)
Alexandria Small Claims Court
11 Park Ave
Box 1551
Alexandria K0C 1A0
613-525-1872

Crown Attorney
County Court House
26 Pitt St.
Cornwall K6J 3P2
613-932-5903

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
26 Pitt St.
Cornwall K6J 3P2
613-932-1652

Sheriff
County Court House
26 Pitt St.
Cornwall K6J 3P2
613-932-1290

Provincial Court
(Criminal & Family)
P. O. Box 56, 340 Pitt St.
Cornwall K6H 5R9
613-933-7500

Provincial Court (Civil Division)
Cornwall Small Claims Court
340 Pitt St., 4th Flr.
Box 1294
Cornwall K6J 5B2
613-932-1224

Provincial Court (Civil Division)
Iroquois Small Claims Court
320 Church St., Box 70
Iroquois K0E 1K0
613-652-2173

Provincial Court (Criminal)
P. O. Box 858
Morrisburg K0C 1X0
613-543-2193

Provincial Court (Civil Division)
Winchester Small Claims Court
461 Gladstone St.
P. O. Box 13
Winchester K0C 2K0
613-774-3374

SUDBURY DISTRICT

Provincial Court (Civil Division)
Chapleau Small Claims Court
Town Hall
21 Yonge St., Box 584
Chapleau P0M 1K0
705-864-0712

Provincial Court (Criminal)
Town Hall
21 Yonge St., Box 584
Chapleau P0M 1K0
705-864-0712

Provincial Court (Criminal & Family)
100 Tudhope St., 2nd Flr.
Espanola P0P 1C0
705-869-4334

Provincial Court (Civil Division)
Espanola Small Claims Court
100 Tudhope St., 2nd Flr.
Box 126, Town Hall
Espanola P0P 1C0
705-869-1150

Crown Attorney
Court House
155 Elm St.
Sudbury P3C 1T9
705-675-4155

Sheriff
Court House
155 Elm St.
Sudbury P3C 1T9
705-671-5923

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
155 Elm St.
Sudbury P3C 1T9
705-671-5958

Provincial Court (Criminal)
Court House
155 Elm St.
Sudbury P3C 1V1
705-671-5929

Provincial Court (Family)
40 Larch St., 2nd Flr.
Sudbury P3E 5M7
705-675-4231

Provincial Court (Civil Division)
Sudbury Small Claims Court
Small Claims Court Referee
38 Larch St.
Sudbury P3C 5M7
705-675-4164

THUNDER BAY DISTRICT

Provincial Court (Civil Division)
Geraldton Small Claims Court
624 Main St., Box 39
Geraldton P0T 1M0
807-854-1488

Provincial Court (Civil Division)
Nipigon Small Claims Court
4 Front St., P. O. Box 309
Nipigon P0T 2J0
807-887-3829

Provincial Court (Civil Division)
Schreiber Small Claims Court
Box 234
Schreiber P0T 2S0
807-824-2495

Crown Attorney
Court House
277 Camelot St.
Postal Station P
Thunder Bay P7A 4B3
807-475-1565/66/67/68

Sheriff
Court House
277 Camelot St.
Thunder Bay P7A 4B3
807-475-1525

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
277 Camelot St.
Thunder Bay P7A 4B3
807-475-1575

Provincial Court (Criminal)
1805 Arthur St. E., 2nd Flr.
Postal Station F
Thunder Bay P7E 5N7
807-475-1335

Provincial Court (Family)
1805 Arthur St. E., 1st Flr.
Postal Station F
Thunder Bay P7E 5N7
807-475-1365/66/67

Provincial Court (Civil Division)
Thunder Bay Small Claims Court
277 Camelot St.
Thunder Bay P7A 4B3
807-344-5801

TIMISKAMING DISTRICT

Provincial Court (Civil Division)
Englehart Small Claims Court
16 6th Avenue
Englehart P0J 1H0
705-544-2598

Crown Attorney
Court House
393 Main St., P. O. Box 369
Haileybury P0J 1K0
705-672-3308

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
393 Main St.
Haileybury P0J 1K0
705-672-3321

Provincial Court (Criminal)
Court House
Haileybury P0J 1K0
705-672-3395

Provincial Court (Civil Division)
Haileybury Small Claims Court
Box 1360
Haileybury P0J 1K0
705-672-3606

Provincial Court (Family)
P. O. Box 253
Kirkland Lake P2N 3H7
705-567-9381

Provincial Court (Civil Division)
Kirkland Lake Small Claims Court
36 Federal St.
Kirkland Lake P2N 1E6
705-567-7060

Provincial Court (Criminal)
P. O. Box 217
Kirkland Lake P2N 3H7
705-567-7060

VICTORIA COUNTY (INCLUDING PROVISIONAL COUNTY OF HALIBURTON)

Provincial Court (Civil Division)
Haliburton Small Claims Court
Box 209
Haliburton K0M 1S0
705-457-1732

Crown Attorney
440 Kent St. W.
P. O. Box 4000
Lindsay K9V 5P2
705-324-3440

Sheriff/Local Registrar
District Court Registrar
Surrogate Registrar
440 Kent St. W.
P. O. Box 4000
Lindsay K9V 5P2
705-324-2542

Provincial Court (Criminal)
440 Kent St. W., Box 4000
Lindsay K9V 5P2
705-324-5302

Provincial Court (Family)
440 Kent St. W., Box 4000
Lindsay K9V 5P2
705-324-2425

Provincial Court (Civil Division)
Lindsay Small Claims Court
440 Kent St. W.
Lindsay K9V 5P2
705-324-4251

JUDICIAL DISTRICT OF WATERLOO

Provincial Court (Criminal)
89 Main St.
Cambridge N1R 3K1
519-621-9220

Provincial Court (Civil Division)
Cambridge Small Claims Court
120 Main St.
Cambridge (Galt) N1R 1V7
519-623-0170

Crown Attorney
Court House
20 Weber St. E.
Kitchener N2H 1C3
519-741-3222

Sheriff
Court House
20 Weber St. E.
Kitchener N2H 1C3
519-741-3266

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
20 Weber St. E.
Kitchener N2H 1C3
519-741-3200

Provincial Court (Criminal)
200 Frederick St., Ste. 1000
Kitchener N2H 6P1
519-741-3300

Provincial Court (Family)
Court House
200 Frederick St.
Kitchener N2H 6N9
519-741-3377

Provincial Court (Civil Division)
Kitchener Small Claims Court
50 Queen St. N., 5th Flr.
Kitchener N2H 6P4
519-745-8063

WELLINGTON COUNTY

Provincial Court (Civil Division)
Fergus Small Claims Court
208 St. Andrew St. W.
Fergus N1M 1N7
519-843-1644

Crown Attorney
Court House
74 Woolwich St.
Guelph N1H 3T9
519-822-1031

Sheriff/Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
P. O. Box 247
Guelph N1H 6J9
519-824-4100

Provincial Court (Criminal)
36 Wyndham St. S.
P. O. Box 1090
Guelph N1H 6J9
519-836-2501

Provincial Court (Family)
36 Wyndham St. S.
P. O. Box 244
Guelph N1H 6J9
519-822-7961

Provincial Court (Civil Division)
Guelph Small Claims Court
25 Douglas St.
Guelph N1H 2S7
519-822-0131

JUDICIAL DISTRICT OF YORK

Crown Attorney
1000 Finch Ave. W.
Downsview M3J 2V5
416-663-5550

Provincial Court (Criminal)
1000 Finch Ave. W.
Downsview M3J 2V5
416-663-5440

Crown Attorney
80 The East Mall
Etobicoke M8Z 5X6
416-252-7895

Provincial Court (Criminal)
80 The East Mall
Etobicoke M8Z 5X6
416-252-7891

Provincial Court (Family)
160 Silverhill Dr.
Etobicoke M9B 3W7
416-236-2553

Provincial Court (Civil Division)
Etobicoke Small Claims Court
Small Claims Court Referee
2265 Keele St., Ste. 209
Etobicoke M6M 5B8
416-249-8251

Crown Attorney
1911 Eglinton Ave. E.
Scarborough M1L 2L3
416-757-2886

Provincial Court (Criminal)
1911 Eglinton Ave. E.
Scarborough M1K 2W5
416-757-3686

Provincial Court (Family)
1911 Eglinton Ave. E.
Scarborough M1K 2W5
416-755-9200

Provincial Court (Civil Division)
Scarborough Small Claims Court
Small Claims Court Referee
2130 Lawrence Ave. E., Ste. 300
Scarborough M1R 5B9
416-755-5274 Bailiff
416-755-5228

Registrar-Supreme Court
Osgoode Hall
130 Queen St. W.
Toronto M5H 2H5
416-363-4101

Local Registrar-Supreme Court
145 Queen St. W., 1st Flr.
Toronto M5H 2N9
416-965-5544

Chief Supreme Court Reporter
Supreme Court of Ontario
500 University Ave., Rm. 716
Toronto M5G 1V7
416-965-2824

Sheriff
Court House
361 University Ave., Rm. 113
Toronto M5G 1T5
416-965-7261

Surrogate Registrar
Court House
439 University Ave., 3rd Flr.
Toronto M5G 1X9
416-965-7314

District Court Registrar
Court House
361 University Ave., Rm. 110
Toronto M5G 1T4
416-965-7351

Coordinator and Judges Secretary
361 University Ave., Rm. 334
Toronto M5G 1T3
416-965-7372

Clerk of the Court
361 University Ave., Rm. 241
Toronto M5G 1T5
416-965-7277

County Court Reporters
361 University Ave., Rm. 315
Toronto M5G 1T3
416-965-7369

Crown Attorney
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-965-4377

Crown Attorney
Court House
361 University Ave., Rm. 101
Toronto M5G 1Y1
416-965-7331

Crown Attorney
College Park
444 Yonge St., Rm. 221
Toronto M5B 2H4
416-965-7500

Provincial Court (Criminal)
Metropolitan Toronto
60 Queen St. W.
Toronto M5H 2M4
416-965-7523

Provincial Court (Criminal)
2265 Keele St.
Toronto M6M 3Z7
416-235-4961

Provincial Court (Criminal)
College Park
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-965-7504

Provincial Court (Family)
311 Jarvis St.
Toronto M5B 2C4
416-963-0677

The Referee
Small Claims Courts
College Park
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-965-5591

Provincial Court (Civil Division)
Small Claims Court
York Judge's Office
400 University Ave., 25th Flr.
Toronto M5G 1S8
416-965-3715

Provincial Court (Civil Division)
Toronto Small Claims Court
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-598-2842

Crown Attorney
Old City Hall, Rm. 114
60 Queen St. W.
Toronto M5H 2M4
416-965-7346

Provincial Court (Criminal)
47 Sheppard Ave. E.
Willowdale M2N 5X6
416-226-5440

Provincial Court (Family)
47 Sheppard Ave. E.
Willowdale M2N 5N1
416-224-7647

Provincial Court (Civil Division)
North York Small Claims Court
Small Claims Court Referee
47 Sheppard Ave. E., 3rd Flr.
Willowdale M2N 5X5
416-225-4846

JUDICIAL DISTRICT OF YORK REGION

Crown Attorney
Court House
50 Eagle St. W.
Newmarket L3Y 6B1
416-853-4800

Sheriff
Court House
50 Eagle St. W.
Newmarket L3Y 6B1
416-853-4803

Local Registrar-Supreme Court
District Court Registrar
Surrogate Registrar
Court House
50 Eagle St. W.
Newmarket L3Y 6B1
416-853-4809

Provincial Court (Criminal)
Court House
50 Eagle St. W.
Newmarket L3Y 6B1
416-853-4801

Provincial Court (Family)
50 Eagle St. W.
Newmarket L3Y 6B1
416-853-4811

Provincial Court (Civil Division)
Newmarket Small Claims Court
50 Eagle St. W., 4th Flr.
Newmarket L3Y 6B1
416-895-4291

Provincial Court (Civil Division)
Richmond Hill Small Claims Court
550 Major McKenzie Dr.
R. R. 1
Richmond Hill L4C 4X7
416-884-3833

Provincial Court (Civil Division)
Sutton West Small Claims Court
151 High St., Box 7
Sutton West L0E 1R0
416-722-5118

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others. Some agencies of the Ministry of the Attorney General are listed below. Contact the information or communications branch for unlisted agencies.

ONTARIO LAW REFORM COMMISSION — ATT GEN 41
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-4200

The Ontario Law Reform Commission inquires into any matter relating to law reform, the administration of justice, or judicial and quasi-judicial procedures. To carry out this function, the Commission conducts legal **research**, and issues reports containing recommendations for changes in the law. Commission reports, which are submitted to the Attorney General, are available for walk in customer service at Publications Ontario, 880 Bay St., Toronto M7A 1N8, 326-5320. For mail orders, call toll free 1-800-668-9938.

ONTARIO LEGAL AID PLAN — ATT GEN 42
Provincial Director's Office
481 University Ave., Ste. 200
Toronto M5G 2G1
416-979-1446
416-979-1321 Research Facility

The **Ontario Legal Aid Plan (OLAP)** is operated by the **Law Society of Upper Canada** for the Attorney General. The **Ontario Legal Aid Act** ensures that no one shall be denied the

services of **lawyers** for lack of money. Every Ontario resident and, in certain cases, non-residents may apply for **legal aid**. Qualification is based on need. The local Ministry of Community and Social Services office investigates an applicant's finances and informs the Legal Aid Area Director whether the applicant pays nothing, a portion, or all costs of the legal aid. The OLAP also administers **grants** to clinics providing legal services to the community and contributes to the operation of student legal aid societies in six Ontario law schools. General information on OLAP is available from the main office listed above. To apply for legal aid, contact the local OLAP office listed under Legal Aid in the white pages of telephone directories.

FAMILY LAW ACT ATT GEN 43

The Family Law Act recognizes marriage as an equal partnership, with each partner being entitled to equitable division of family property and having equal responsibility for the support of family dependents. The Act also extends the rights and obligations of spousal **support** and child custody to certain couples who have cohabited in common law unions. Persons who wish to make their own arrangements and opt out of the Act's proposed scheme may enter into **domestic contracts**.

CHILDREN'S LAW REFORM ACT ATT GEN 44

The Children's Law Reform Act, expanded by a major amendment in 1982, abolishes the legal concept of illegitimacy from the law of Ontario. Interested persons are permitted to seek out declaratory judgements of parentage. The Act also contains general evidentiary rules for the establishment of paternity. The 1982 amendment deals with the guardianship of children's estates, custody of and access to **children**, and international enforcement of custody orders.

ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS

ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS ATT GEN 45
180 Dundas St. W., 22nd Flr.
Toronto, M5G 1Z8
416-598-0411

There are several categories of Ontario Government agencies, boards and commissions.

Royal Commissions are investigatory bodies appointed by Order-in-Council under the **Public Inquiries Act** to inquire into a specific public concern. The Act, administered by the Ministry of the Attorney General, governs the methods and procedures used by a commission, e.g. subpoena powers, hearings. Royal Commissions report to the Cabinet. Over 30 different commissions have been appointed since 1973 to investigate sudden or catastrophic events (e.g. Royal Commission on the Grand River Flood), examine the conduct of public service employees (e.g. Royal Commission Concerning Police Activities), or assist the government in determining policy (e.g. Royal Commission on Health Records).

Agencies, boards, institutes, foundations, tribunals, councils and **Crown corporations** are created under specific Acts administered by the appropriate Ministry. Ministers empowered by an Act or Order-in-Council appoint advisory councils, committees and task forces. The basic functions performed are advisory (e.g. Advisory Council on Senior Citizens), regulatory (e.g. Liquor Licence Board of Ontario) or operational (e.g. GO Transit). These bodies vary in size and activity, and may or may not receive direct funding or access to the Consolidated Revenue Fund. Structures are based on program delivery requirements, such as operational flexibility, particular publicity (e.g. Ontario Lottery Corporation) or removal from undue influence by a Minister or Ministry (e.g. the quasi-judicial Ontario Labour Relations Board). Not all existing special purpose bodies appear

in this book. Those covered are listed under the Ministry through which they report to the Legislature (e.g. Worker's Compensation Board under the Ministry of Labour).

Judicial inquiries involve tribunals, which are usually short-term. They may be appointed under specific Acts to examine special legal circumstances, and pass judgements based on government policy or law.

TASK FORCE ON ACCESS TO PROFESSIONS AND TRADES IN ONTARIO — ATT GEN 46
180 Dundas St. W., 22nd Flr.
Toronto M5G 1Z8
416-965-0561
Fax 416-965-6933

An Order-in-Council dated October 22, 1987, established this task force. It is authorized to investigate the impact of rules and practices governing entrance to professions and selected trades in Ontario on individuals trained abroad, particularly members of racial minorities and ethnic groups. The task force consists of Chairperson Peter A. Cumming and Commissoners Enid Lee and Dimitrios Oreopoulos.

ACTS

ACTS — ATT GEN 47

The Ministry of the Attorney General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Crown Law Office, Civil Law.

Absconding Debtors Act
Absentees Act
Accidental Fires Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Arbitrations Act
Architects Act, 1984
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Commercial Tenancies Act (Requires Proclamation)
Commissioners for taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act, 1983
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act, 1984
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act

Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower & Miscellaneous Abolition Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act, 1986
Fines and Forfeitures Act
Foreign Arbitral Awards Act, 1986
Fraudulent Conveyances Act
Fraudulent Debtors Arrest Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
Interpretation Act
Interprovincial Subpoenas Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act - see Commercial Tenancies Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act
Master and Servant Act
Mechanics' Lien Act, Sec. 52
Mental Incompetency Act
Mercantile Law Amendment Act
Metropolitan Toronto Police Force Complaints Act, 1984
Ministry of the Attorney General Act
Minors' Protection Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Ontario Municipal Board Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act, 1984
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act

Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Judgments (U.K.) Act, 1984
Reciprocal Enforcement of Maintenance Orders Act, 1982
Regulations Act
Religious Freedom Act
Religious Organizations' Lands Act
Revised Statutes Confirmation Act, 1981
Sale of Goods Act
Settled Estates Act
Sheriffs Act
Short Forms of Conveyances Act
Short Forms of Leases Act
Short Forms of Mortgages Act
Solicitors Act
Statute of Frauds
Statutes Act
Statutory Powers Procedure Act
Succession Law Reform Act
Support and Custody Orders Enforcement Act, 1985
Surrogate Courts Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act, 1986
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Wages Act
Warehouse Receipts Act
Warehousemen's Lien Act

MINISTRY OF CITIZENSHIP

77 Bloor St. W.
Toronto M7A 2R9

The Ministry of Citizenship was established in 1987 following a reorganization of the former Ministry of Citizenship and Culture. It encourages full, equal and responsible citizenship. The Ministry's policies and programs recognize cultural and racial diversity, promote preservation and sharing of cultural heritage, and develop individual and community excellence. The Ontario Human Rights Commission reports to the Minister of Citizenship.

The Ministry delivers programs in multiculturalism, citizenship, and race relations, and offers services to native communities.

DEPUTY MINISTER'S OFFICE

FRENCH LANGUAGE SERVICES — CITIZENSHIP 1
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-965-2506

This office coordinates the implementation of the government's French Language Services Act, 1986, within the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies.

It serves as a link between the francophone community and the ministries. The office of the coordinator also makes recommendations to the ministries on ways to meet the needs of Ontario's francophone population.

SERVICES EN FRANÇAIS

Ce bureau met en oeuvre l'implantation de la Loi de 1986 sur les services en français auprès du ministère de la culture et des communications et de ses agences ainsi que du ministère des Affaires civiques.

Il sert de lien entre la communauté francophone et le Ministère. Le bureau du coordonnateur fait aussi des recommandations au Ministère sur les moyens de repondre aux besoins de la population francophone de l'Ontario.

MARKETING AND INFORMATION SERVICES BRANCH — CITIZENSHIP 2
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-324-7061

The Marketing and Information Services Branch provides communications services and information in English and French for the Ministry of Culture and Communications and the Ministry of Citizenship.

For additional information, see the Marketing and Information Services listing under the Ministry of Culture and Communications.

FINANCE AND ADMINISTRATION DIVISION

FINANCE AND ADMINISTRATION DIVISION — CITIZENSHIP 3

The Finance and Administration Division of the Ministry of Culture and Communications provides support services for the Ministry of Citizenship.

See the listings under the Ministry of Culture and Communications for information on the following branches: Legal Services Branch, Management Systems and Services

Branch, Human Resources Branch, Finance Branch, Internal Audit Branch, and Regional Services.

CITIZENSHIP DEVELOPMENT BRANCH CITIZENSHIP 4
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-6621

The Citizenship Development Branch promotes equal opportunity, appreciation, understanding and respect among Ontario's culturally and racially diverse population and the organizations that serve them. The branch develops programs to: accelerate socio-economic participation of immigrants and newcomers, improve equity in treatment and access to services, and support organizational change to respond to the reality of Ontario's cultural diversity.

Branch activities fall into the following major areas: immigrant settlement, **community** participation, **multicultural** development, intercultural communication. Within these program areas, the branch provides consulting services to the public, private and non-profit sectors, develops print and **audio-visual** resources, and supports training.

Grants programs administered by the branch include: the **Citizenship Development Grants Program**(CD), **Multicultural Services Program Grants**(MSPG), **Multiculturalism and Citizenship Community Projects Grants Program**(CPG), **Citizenship Facilities Improvement Program**(CFIP), **Newcomer Language and Orientation Classes Program** (NLOC), and **Multicultural Workplace Program Co-ordination Grants** (MWP).
A3The branch offers programs related to settlement, orientation and language training of **immigrants** and **refugees**, and assists other organizations and government ministries in improving access to their services. Multilingual materials and publications, such as the "Newcomers' Guide to Services in Ontario" (965-9919), are available to newcomers, and intermediaries working with them. The branch provides advice on setting up community-based settlement and integration services for newcomers. Print and audio-visual materials and referral for **French-as-a-Second-Language (FSL)** and **English-as-a-Second-Language (ESL)** classes are available at 965-9919.

This office also coordinates the **volunteer** recognition program (Volunteer Services and Outstanding Achievement Awards 965-5705) for both the Ministry of Citizenship and the Ministry of Culture and Communications.

For information on grants and other programs, contact regional offices listed under Regional Services, Ministry of Culture and Communications.

ONTARIO WELCOME HOUSE CITIZENSHIP 5
132 St. Patrick St.
Toronto M5T 1V1
416-965-3021

The Ontario Welcome House provides newcomers with **English-as-a-Second-Language (ESL)** instruction linked with child care (965-2365), a **multilingual information** and referral service to individuals, government and social agencies (965-3021), and a free multilingual translation into English of educational and employment related documents to assist newcomer settlement. Ontario Welcome House has offices in Scarborough (965-9902), North York (633-7180), Mississauga (848-4680) and Hamilton (521-7569).

POLICY SERVICES BRANCH CITIZENSHIP 6
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-4285

The Policy Services Branch provides analysis and advice to the government on current and emerging issues related to the mandate of the Ministry of Citizenship. This branch also offers selected demographic information on Ontario's multicultural population from the ethnocultural database (965-5280).

NATIVE COMMUNITY BRANCH CITIZENSHIP 7
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-5003

The branch works in consultation and cooperation with **Native** communities and organizations to build economic self-reliance, community and organizational effectiveness. It provides consultative assistance, **research** and **information**, publications, policy advisory services and **grants**.

The branch's Native Development Consultants offer assistance to more than 500 **Metis** communities, Friendship Centres, **Native Women's Organizations, Indian Bands**, Native cultural and communications groups and other local Native groups throughout Ontario. The work of the consultants includes: identifying local problems and developing appropriate projects; recommending useful services or programs; securing resources to conduct **community development** projects; linking Native communities and organizations with the appropriate provincial ministries and agencies; and assisting in the preparation, submission and evaluation of project proposals to government.

This office administers the following programs. Capital programs: The **Ontario Native Community Infrastructure Program** provides assistance to native communities for the construction and renovation of community halls and friendship centres. The **Native Small Business Centres Program** provides assistance to native communities for the construction and development of small business centres and business parks. Business development programs: The **Native Small Business Development Program** assists Native business persons to establish, expand or modernize small business operations in Northern Ontario. The **Native Business Internship Program** provides Natives with business-related training through employment placements in the private sector.

Information and consultation is also provided to provincial ministries and agencies on policies or programs related to Native people. Grants are provided to Native Organizations to help preserve Native **heritage** and culture and eventually enable native communities to become more economically self-reliant.

Branch services are available through 11 field officers and three area managers (see list below). Staff specialists provide support to the field, and liaise with other federal and provincial departments, ministries and agencies.

NORTHEAST AREA

Area Manager/Field Office
10 Elm St. E., 4th Flr.
Sudbury P3C 5N3
705-675-4349
If long distance dial
1-800-461-4027

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-942-0419
If long distance dial
1-800-461-2409

22 Wilcox St., 2nd Flr.
Timmins P4N 3K6
705-267-8018

SOUTH AREA

Area Manager/Field Office
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-5003
(Toronto/Hamilton/Ottawa)

255 Dufferin Ave., 6th Flr.
London N6N 5K6
519-679-7146
If long distance dial
1-800-265-4731

15 Matchedash St. N.
Orillia, L3V 4T4
705-325-9561

NORTHWEST AREA

Area Manager/Field Office
1825 East Arthur St.
Thunder Bay P7E 5N7
807-475-1683
If long distance dial
1-800-465-6939

240 Scott St., 2nd Flr.
Box 613
Fort Frances P9A 3M9
807-274-9732

303 Main St.
Box 778
Geraldton P0T 1M0
807-854-0169

598 Lakeview Dr.
Kenora P9N 3P7
807-468-5568
(West Patricia area
& Kenora/Dryden area)

34 Front St. E., 2nd Flr.
Sioux Lookout, P0V 2T0
807-737-1018

ONTARIO RACE RELATIONS DIRECTORATE CITIZENSHIP 8
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-965-3423

The Directorate was formed in 1987 to facilitate implementation of the Ontario Policy on Race Relations. Consultative services are provided to both private and public sector organizations for developing race relations policies and related initiatives, including employment equity, and race relations training. The Directorate also addresses individual and community-based race relations disputes and assists with the design and implementation of mechanisms for resolving or preventing racial tensions. Furthermore, the Directorate plays a lead role in the development and delivery of public education programs promoting racial harmony and administers a **grant** program for innovative race relations projects. The eight district offices are listed below:

CENTRAL REGION

10 St. Mary St., 2nd Flr.
Toronto M7A 2R9
416-965-1613

EASTERN REGION

Rideau Trust Building
1 Nicholas St., 6th. Flr., Rm. 612
Ottawa K1N 7B6
613-566-3728

1055 Princess St.
Kingston K7L 1H3
613-545-4340

NORTHERN REGION

10 Elm St., 4th Flr.
Sudbury P3C 5N3
705-675-4127

227 2nd St. S., 3rd Flr.
Kenora P9N 1G1
807-468-5568

SOUTHWESTERN REGION

255 Dufferin Ave., 6th Flr.
London N6A 5K6
519-679-7146

Ontario Government Bldg.
119 King St. W., 8th Flr.
Hamilton L8N 3Z9
416-521-7736

500 Ouellette Ave.
Windsor N9A 1B3
519-256-8278

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Citizenship's agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

ONTARIO HUMAN RIGHTS COMMISSION CITIZENSHIP 9
400 University Ave., 12th Flr.
Toronto M7A 1T7
416-965-6841
Toll-free 1-800-387-9080

Legal Unit
543 Yonge St., 4th Flr.
Toronto M4Y 1Y5
416-324-4546

The Commission administers and enforces the **Human Rights Code, 1981** which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place or origin, colour, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation and conciliation of complaints and enforcement; public **education** and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and **research** in patterns of discrimination. The 15 district offices are listed below:

EASTERN REGION

Regional Office
2197 Riverside Dr., Ste. 301
Ottawa K1H 7X3
613-738-2836
If long distance in
area code 613 dial
1-800-267-1916

1055 Princess St., Ste. 105
Kingston K7L 1H3
613-545-4340
If long distance in
area code 613 dial
1-800-267-0915

NORTHERN REGION

Regional Office
199 Larch St., 6th Flr.
Sudbury P3E 5P9
705-675-4455
If long distance in
area code 705 dial
1-800-461-4000

808 Robertson St., 2nd Flr.
Kenora P9N 1N8
807-468-3128
If long distance in
area code 807 dial
1-800-465-1104

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
If long distance in
area code 705 dial
1-800-461-7268

435 James St. S., 3rd Flr.
Thunder Bay P7E 6E3
807-475-1691
If long distance in
area code 807 dial
1-800-465-5016

273 Third Ave., 4th Flr.
Timmins P4N 1E2
705-267-6231
If long distance dial
1-800-461-4000

SOUTHWESTERN REGION

Regional Office
205 Oxford St. E., 2nd Flr.
London N6A 5G6
519-439-3231
If long distance in
area code 519 dial
1-800-265-4707

Ontario Government Bldg
119 King St. W., 8th Flr.
Hamilton L8N 3Z9
416-521-7736
If long distance in
area code 416 dial
1-800-263-6906
If long distance in
area codes 519,613,705 dial
1-800-263-9296

824 King St. W., 3rd Flr.
Kitchener N2G 1G1
519-744-8101
If long distance in
area codes 416 and 705 dial
1-800-265-2373
If long distance in
area code 519 dial
1-800-265-2468

205 King St., 1st Flr.
St. Catharines L2R 3J5
416-682-7261
If long distance in
area code 416 dial
1-800-263-7260

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8278
If long distance in
area code 519 dial
1-800-265-5140

TORONTO EAST, WEST AND CENTRAL REGIONS

2500 Lawrence Ave. E., 2nd Flr.
Scarborough M1P 2R7
416-750-3575
(Toronto East District)
If long distance in
area codes 416 and 705 dial
1-800-268-6585

400 University Ave., 12th Flr.
Toronto M7A 1T7
416-965-6841
(Central District &
Unit for the Handicapped)
If long distance dial
1-800-387-9080

2 Robert Speck Pkwy., Ste. 310
Mississauga L4Z 1H8
416-273-7811
(Toronto West District)
If long distance in
area codes 416,519,
613, and 705, dial
1-800-268-2808

ADVISORY COUNCIL ON MULTICULTURALISM AND CITIZENSHIP — CITIZENSHIP 10

10 St. Mary St., 2nd Flr.
Toronto M7A 2R9
416-965-6889

The Ontario Advisory Council on Multiculturalism and Citizenship has sixty members from across Ontario, appointed by Order-in-Council. Representing a wide range of ethnocultural backgrounds and occupations, they are selected on the basis of sensitivity to the multicultural nature of Ontario society and knowledge of the ethnocultural communities. The Council's role is to advise the Ontario Government on matters pertaining to **multiculturalism** and **citizenship** development in the context of full, equal and responsible citizenship for all residents of the Province. The Council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation, cultural retention and sharing. Recommendations are made to the Provincial Government through the Minister of Citizenship.

ACTS

ACTS — CITIZENSHIP 11

The Ministry of Citizenship is responsible for the Act listed below. The Act is administered by the Ontario Human Rights Commission.

Human Rights Code, 1981

MINISTRY OF COLLEGES AND UNIVERSITIES

101 Bloor St. W., 14th Flr.
Toronto M5S 1P7

Operating under the Ministry of Colleges and Universities Act, this Ministry manages student financial assistance programs and administers support funds to 15 provincially assisted universities, 22 colleges of applied arts and technology, Ryerson Polytechnical Institute, the Ontario College of Art and the Ontario Institute for Studies in Education.

Formed in May 1964, the Ministry was originally known as the Department of University Affairs. It became the Department of Colleges and Universities after acquiring responsibility for the Colleges of Applied Arts and Technology from the Department of Education. With the reorganization of the Ontario Government in 1972, the name was changed to the Ministry of Colleges and Universities. It acquired the Industrial Training Branch, with responsibilities for apprenticeship programs, from the Ministry of Labour in April 1972. The Ministry of Colleges and Universities and the Ministry of Education became the responsibility of one Minister, with one administration division, in 1978. In 1985, the Skills Development Division was transferred to the newly formed Ministry of Skills Development. One Minister held dual responsibility for the Ministry of Colleges and Universities and the Ministry of Skills Development from June 1985, until September 1987. From October 1987 to July 1989, the Ministry of Colleges and Universities was the sole responsibility of one Minister.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH MCU 1
101 Bloor St. W., 14th Flr.
Toronto M5S 1P7
416-324-3708
Fax 416-965-0472

This branch provides legal services to the Ministry and its agencies, including advice and opinions on matters affecting the Ministry's programs, drafting of contracts and statutory interpretation and drafting.

COMMUNICATIONS BRANCH MCU 2
790 Bay St., Ste. 1106
Toronto M5G 1N8
416-963-3967
Fax 416-963-1278

This branch advises the Ministry on communications plans and strategies; communicates Ministry policies, programs and positions on post-secondary educational issues to the media and the public; and assists the Ministry in improving communications effectiveness amongst its client agencies.

Through the Enquiries Unit (965-6407) of the Ministry of Education's Communication Services Branch, information is provided to the public and the media.

CORPORATE PLANNING AND SERVICES BRANCH MCU 3
790 Bay St., 11th Flr.
Toronto M5G 1N8
416-963-3955
Fax 416-963-1278

This branch develops expenditure plans and prepares annual estimates for the Ministry's programs and administrative budgets. It provides human resources planning, development, recruitment and staff relations services; and also produces data, and provides information support and analysis for corporate policies and directions. Implementation

of the Freedom of Information and Protection of Individual Privacy Act (963-2070) is coordinated by the branch. It acquires financial, systems, audit and administrative support services from the Ministry of Education.

FRANCOPHONE AFFAIRS BRANCH MCU 4
900 Bay St.
Mowat Block, 9th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2257
Fax 416-324-4894

The Francophone Affairs Branch assists the Ministry in implementing the French Language Services Act, 1986, which becomes effective November 18, 1989. The Francophone Affairs Branch also administers two programs: EDUC-ACTION which encourages Franco-Ontarians of all ages to participate in post-secondary activities, and FORMA-DISTANCE whose goal is to encourage post secondary institutions to develop and deliver courses and programs in French to Franco-Ontarians using **distance education**. The branch will respond to inquiries on these programs.

SERVICES EN FRANÇAIS

La Direction des affaires francophones aide le ministère à mettre en oeuvre la Loi de 1986 sur les services en francais, qui entrera en vigueur le 18 novembre 1989. En outre, la Direction des affaires francophones administre deux programmes: EDUC-ACTION et FORMA-DISTANCE. Le premier encourage les Franco-Ontariens de tous les ges à participer aux activités postsecondaires. Le but du deuxième programme est d'encourager les institutions postsecondaires de développer et offrir des cours et des programmes en français aux Franco-Ontariens par le biais de l'éducation à distance.

UNIVERSITIES AND RESEARCH SUPPORT DIVISION

RESEARCH SUPPORT AND INTERNATIONAL ACTIVITIES BRANCH MCU 5
790 Bay St., Ste. 1104
Toronto M5G 1N8
416-963-1194 (Research)
416-963-0874 (International)

This branch develops and implements initiatives to strengthen research and development activities in universities and facilitates the transfer of technology between universities and industry. It administers a variety of research support programs, including the **University Research Incentive Fund (URIF)** (963-1194).

This office initiates and coordinates activities in international post-secondary education and research for the Ministry and its clients; assists the development and implementation of policies and programs relating to international post-secondary education through liaison with appropriate government departments, agencies, and non-governmental organizations (963-0874).

UNIVERSITY RELATIONS BRANCH MCU 6
Mowat Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-3878/6382
Fax 416-963-1081

The University Relations Branch is responsible for administering the provincial **grants** to Ontario **universities**, including the distribution of operating and capital grants, and the **Degree Granting Act, 1983**. Policy proposals are developed and analyzed with reference

to university operations, physical resources and their funding. The branch also implements policy decisions; acts as liaison with the **Ontario Council on University Affairs** and other university-related organizations; and maintains government-university relations in general. Other responsibilities include answering inquiries about university-related matters, publishing **The Ontario Operating Funds Distribution Manual** for use by university administrators, and coordinating policy development and issuing resolutions related to health sciences programs in colleges of applied arts and technology and universities. The branch liaises with other ministries (primarily the Ministry of Health), health professionals' associations and regulatory bodies about **health**, manpower and education issues (965-5543).

COLLEGES AND STUDENT SUPPORT DIVISION

COLLEGE AFFAIRS BRANCH MCU 7

Mowat Block, 10th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-5375

The College Affairs Branch formulates and implements plans and policies for the **Colleges of Applied Arts and Technology (CAATs)**, often called community colleges. Operating and capital **grants** are provided to the colleges for the delivery of academic and skills related programs. The colleges also offer skills **vocational** training sponsored by the federal and provincial governments under the **Canadian Jobs Strategy** and **Ontario's Training Strategy**. For information about programs available at CAATs, contact the colleges. See the Ministry of Skills Development entries for information on vocational training under the Canadian Jobs Strategy and Ontario's Training Strategy.

The branch also liaises with the **Ontario Council of Regents for Colleges of Applied Arts and Technology**.

PRIVATE VOCATIONAL SCHOOLS MCU 8

790 Bay St., Ste. 1103
Toronto M5G 1N8
416-965-5348

The Private Vocational Schools Unit is responsible for registering and regulating post-secondary private vocational **schools** throughout the Province.

STUDENT AWARDS BRANCH MCU 9

P. O. Box 4500
Thunder Bay P7B 6G9
807-345-4830
Toll-free 1-800-465-3013

Financial Aid Office
Mowat Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2B4
416-965-2798
416-965-6263
Toll-free 1-800-268-3749, 1-800-268-3759
Area code 807, ask operator for Zenith 56670

The Student Awards Branch administers programs which offer **financial assistance**, in the form of **loans, grants** or **bursaries**, to Ontario **students** studying at colleges and universities. Six plans based on financial need are operated under the **Ontario Student Assistance Program (OSAP): the Ontario Study Grant Plan, Canada Student Loans Plan, Ontario**

Student Loans Plan, Ontario Special Bursary Plan, Ontario Work-Study Plan and the **Part-Time Student Loans Plan** (Canada Student Loans). The branch also awards **fellowships** or **scholarships** for outstanding university graduate work: the **Ontario Graduate Scholarship, Sir John A. Macdonald Graduate Fellowship** in Canadian History, **Ontario-Quebec Exchange Fellowship, Queen Elizabeth II Ontario Scholarships**, and the **John Charles Polanyi Prizes**. Programs are available to students and **teachers** for bilingual study: **Fellowships for Studying in French, Teacher's Summer Bursary, Bursary Program for Teachers** in French-Language Instructional Units, and **Summer Language Bursary Program**. The branch also administers two special scholarships: the **William G. Davis Student Award** for children of Crown employees and the **Aird Scholarship** for disabled individuals. Students should apply through the Financial Aid Office located at the post-secondary institution they plan to attend. Students attending private or out-of province institutions should contact the above Financial Aid Office.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Colleges and Universities are listed below. Contact the communications branch for unlisted agencies.

ONTARIO COUNCIL ON UNIVERSITY AFFAIRS — MCU 10

700 Bay St., 7th Flr.
Toronto M5G 1Z6
416-965-5233
Fax 416-963-0231

Established by Order-in-Council in 1974, the Ontario Council on University Affairs (**OCUA**) advises the Minister of Colleges and Universities and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and professional program approval, **Ontario Graduate Scholarship** funding, and any other matters pertaining to the university system. OCUA acts as a buffer between government and the 15 provincially assisted **universities, Ryerson Polytechnical Institute**, the **Ontario College of Art**, the **Ontario Institute for Studies in Education** and the Bar Admission Course (**Law Society of Upper Canada**). The council is composed of a full-time chairman and 19 members who serve on a part-time basis. A small staff supports the work of the council.

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY (CAATs) — MCU 11

790 Bay St., 10th Flr.
Toronto M5G 1N8
416-965-4234
Fax 416-963-1278

The Ontario Council of Regents advises the Minister of Colleges and Universities on policy and planning matters of a system-wide nature for Ontario's Colleges of Applied Arts and Technology. Currently the Council is undertaking a major review of the mandate of Ontario's college system, known as Vision 2000. The Council is also responsible for: appointing college boards of governors; **collective bargaining**, on behalf of the **colleges**, with academic and support staff; and reviewing and recommending salaries, terms and conditions of employment for college administrative staff and presidents. The Council also liaises with the College Affairs Branch of the Ministry. A small research secretariat supports the work of the Council.

COLLEGE RELATIONS COMMISSION MCU 12
111 Avenue Rd., Ste. 400
Toronto M5R 3J8
416-922-7679
Fax 416-963-3957

The College Relations Commission was established in 1975 to oversee **collective bargaining** between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the **Ontario Public Service Employees Union**, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes, and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

ACTS

ACTS MCU 13

The Ministry of Colleges and Universities is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications branch.

Colleges Collective Bargaining Act, R.S.O. 1980
Degree Granting Act, 1983
Ministry of Colleges and Universities Act, R.S.O. 1980
Private Vocational Schools Act, R.S.O. 1980

The following is a list of related Acts.

An Act Respecting Queen's College at Kingston, 1874, as amended
Brock University Act, 1964
Carleton University Act, 1952
Lakehead University Act, 1965
Laurentian University of Sudbury Act, 1960
McMaster University Act, 1976
Ontario College of Art Act, 1968-69
Osgoode Hall Law School Scholarships Act, 1968-69
Ryerson Polytechnical Institute Act, 1977
Sunnybrook Hospital Act, 1966
Trent University Act, 1962-63
University of Guelph Act, 1964
University of Ottawa Act, 1965
University of Toronto Act, 1971
University of Waterloo Act, 1972
University of Western Ontario Act, 1982
University of Windsor Act, 1962-63
Wilfred Laurier University Act, 1973
York University Act, 1965

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block, 80 Grosvenor St.
Queen's Park, Toronto M7A 1E9

The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches previously administered by the Provincial Secretary, and the Unemployment Relief Branch from the Department of Labour were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the Ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977. In November 1984, the new Child and Family Services Act was proclaimed. It eliminates inconsistencies, simplifies the law, addresses new legal issues, and ensures that legislation conforms with the equality provisions of the Charter of Rights and Freedoms.

The current trend is to encourage and support community programs enabling physically and developmentally handicapped persons and elderly citizens to live independently. Ministry-operated and funded programs are moving towards small, community residential settings with local support networks.

Administration of Ministry funded and direct-delivery programs across the province is decentralized to 4 regional and 13 area offices.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH — COMSOC 1

Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-7825

The branch establishes communications and marketing policy for the Ministry; consults with staff and prepares communications and marketing strategies in partnership with corporate offices and divisions; and provides communications support to the Minister and Deputy Minister. Responsibilities include liaising with the media; answering public inquiries; coordinating and providing creative services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; preparing speeches for senior executives and directing advertising campaigns. Public relations assistance and consultation, which may result in publications, films, videos, conferences and displays, is available to municipalities and social agencies for explaining Ministry programs to selected target audiences.

The branch also provides an internal conduit for quick responses to many important and contentious operations and policy issues arising from questions in the Legislature, the media and information supplied by other contacts within the Minister's, the Deputy Minister's and the Assistant Deputy Minister's offices. The branch responds to inquiries that cannot be transferred to the regional or area offices, and provides executive and administrative assistance to the offices of the Deputy Minister and the Assistant Deputy Minister, Operations Division.

LEGAL SERVICES BRANCH COMSOC 2
Hepburn Block, 4th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-5147/8 & 965-2080

The Legal Services Branch advises the Ministry on legal matters, including the interpretation of statutes, regulations and other legal documents. General legal services such as conducting litigation and providing legal opinions, are also provided. The branch is responsible to the Ministry of the Attorney General.

STRATEGIC PLANNING AND INTERGOVERNMENTAL RELATIONS COMSOC 3
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-0108
Fax 416-324-4576

Strategic Planning and Intergovernmental Relations coordinates and gives impetus to the strategic planning process, formulates policies, and responds to intergovernmental issues affecting the Ministry, e.g. **CAP (Canada Assistance Plan), VRDP (Vocational Rehabilitation of Disabled Persons)**, and **IWA (Indian Welfare Agreement)** cost-sharing. Activities include developing policies related to the provision of **Native** services; coordinating Cabinet Policy Committees and Cabinet agenda; liaising with Cabinet Committees, Cabinet Offices and other ministries; negotiating renewal/changes to VRDP agreements and guidelines; and conducting research and program evaluation within the Ministry.

The **Strategic Planning Unit** (965-3203) integrates the principles and practices of strategic planning for Ministry management. By ensuring that the necessary processes are in place and environmental information is provided, the unit establishes the strategic focus of the Ministry and its divisions.

The **Intergovernmental Policy Unit** (965-1083) develops policies and responds to intergovernmental issues and processes relating to the Federal, other provincial and municipal governments. The unit also negotiates cost-sharing issues, and maintains and enhances relationships through the exchange of information.

The **Research and Program Evaluation Unit** (965-9884) is the primary focus of research and program evaluation activities in the Ministry. Technical consultation, research and evaluation design, funding and project management services are available to the divisions of the Ministry.

The **Policy Coordination Unit** (965-4523) acts as the liaison for the Minister, Deputy Minister and senior management with the Cabinet Committee, Cabinet Offices and other ministries. The unit develops briefing material for the Minister and Deputy Minister for weekly Cabinet and Cabinet Committee meetings, and serves as a central registry of information on the status of policy issues.

The Provincial Vocational Rehabilitation of Disabled Persons Coordinator (965-6299) is the authority for administering the V.R.D.P. Agreement with the Federal Government. Key responsibilities include ensuring that the Province receives appropriate cost-sharing revenue; representing Ontario's interests in negotiations for new agreements; and maintaining liaison with other juridictions.

The **Native Services Unit** (965-3203) assists in developing and implementing government and Ministry policies and practices relating to Native Services; facilitating Ministry Native-oriented activities; and liaising with Provincial Native groups and Indian and Northern Affairs Canada.

The **Provincial and/or Municipal Relations Unit** (963-3970) maintains ongoing contact with the Ministry's Head Office, Regional and Area Offices, municipalities and other ministries, with respect to programs and issues affecting the municipal sector.

OPERATIONS DIVISION

CHILDREN'S AND ADULTS' SERVICES COMSOC 4
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-7683

The Operations Division, is responsible for the delivery of all **children's** and **adults'** services programs within this Ministry. Centralized program and initiative implementation and support planning is provided by the Operational Coordination Branch (see separate entry). Decentralized service is delivered through the Regional Directors and Area Managers in the Ministry's regional, area and local offices, and all provincially run facilities for the developmentally handicapped, training schools and detention homes for children. The functions of the regional and area offices are described under this Ministry's Regional Organization entry.

OPERATIONAL COORDINATION BRANCH COMSOC 5
Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-4765

The Operational Coordination Branch is responsible for achieving Ministry and divisional goals through the development and implementation of strategic systems that support a decentralized operating authority within the context of a corporate management perspective. The branch consists of Program Coordination Section, Strategic Systems Section, Central Services Section, French Language Services and Chaplaincy Services.

OPERATIONAL COORDINATION BRANCH COMSOC 6
CHAPLAINCY SERVICES
700 Bay St., Rm. 216
Toronto M5G 1Z6
416-965-3733

This section coordinates the chaplaincy services provided by the Ministries of Community and Social Services, Correctional Services and Health to various institutions across the province. The Ministry of Community and Social Services acts as the "lead ministry" in coordinating the services of chaplains employed by other ministries. Chaplaincy Services is responsible for liaison between the Ontario Provincial Interfaith Committee on Chaplaincy and government ministries, and implementation and development of policy on the delivery of pastoral care.

Regional offices and coordinators are listed below.

Rev. Dirk Habermehl
Peterborough Region
Brookside School
390 King St. E.
P. O. Box 159
Cobourg K9A 4K6
416-372-5451 Ext.258

Rev. Siebert Vanhouten
Hamilton-Niagara Region
499 King St. E., Rm. 209
Hamilton L8N 1E1
416-525-0122

Rev. Adam K. Prasuhn
Southeast Region
703-336 Alfred St.
Kingston K7L 3S5
613-548-6761

Rev. Stuart J. Schroeder
Guelph-Goderich Region
Freeport Hospital
3570 King St. E.
Kitchener N2A 2W1
519-893-2710

Rev. John de Vries
Woodstock-Windsor Region
CPRI
Sanatorium Rd.
Box 2460
London N6A 4G6
519-471-2540 Ext.2308/2112

Georgian Bay Region
Huronia Regional Centre
P. O. Box 1000
Orillia L3V 6L2
705-326-7361

Rev. Dr. Arnold A. Bethune
Toronto Region
Thistletown Regional Centre
51 Panorama Crt.
Rexdale M9V 4L8
416-741-1210

Rev. Fr. René G. Hébert
Northern Region
Sudbury District Office
111 Larch St., 7th Flr.
Sudbury P3E 5E9
705-675-4515 Ext. 249/50

Rev. R. Michael Steeves
Northwest Region
710 Victoria Ave.
Thunder Bay P7C 5P7
807-475-1436

OPERATIONAL COORDINATION BRANCH COMSOC 7
OFFICE OF THE COORDINATOR
OF FRENCH LANGUAGE SERVICES
909 Bay St., 2nd Flr.
Toronto M5S 2M8
416-965-9794

This office advises the Deputy Minister and management on the provision of **French language services** within the framework of Ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet Ministry obligations under the French Language Services Act. The office also assists divisions and branches with implementation of the Act; liaises with francophone associations about the needs and concerns of the Franco-Ontarian community; disseminates information on the availability of Ministry services in French; coordinates translation of major documents, as required, and standardization of bilingual Ministry terminology.

SERVICES EN FRANÇAIS

Le Bureau du coordonnateur des services en français conseille le sous-ministre et la haute direction du ministère au sujet de la mise en place des services en français dans le cadre de ses programmes et ses activités et veille à la prestation efficace de ces services; élabore des politiques et des plans de mise en oeuvre pour rencontrer les obligations du

ministère aux termes de la Loi sur les services en français; a des échanges avec les associations francophones sur les besoins de la collectivité franco-ontarienne et fait connaître les services offert par le ministère en français; appuie les divisions et les directions du ministère à la mise en oeuvre de la Loi; coordonne la traduction de certains documents ministériels et s'occupe de normaliser la terminologie bilingue relative aux activités du ministère.

REGIONAL ORGANIZATION COMSOC 8
CHILDREN'S AND ADULTS' OPERATIONS
REGIONAL, AREA AND LOCAL OFFICES

To ensure effective service delivery throughout the Province, four regions (Northern, Southeast, Southwest and Central) are responsible for coordinating **adult** and **children's** programs.

Each region is headed by a Regional Director who administers Ministry-run and Ministry-funded programs by coordinating the activities of area offices, local offices for adults' services, juvenile probation field offices, and all provincially-run facilities (i.e. facilities for the developmentally handicapped, training schools and detention homes for children). The Regional Director also provides general management, including resource allocation.

Adults' Services Programs delivered by area and local offices include: Family Benefits; Vocational Rehabilitation Maintenance Allowances; Handicapped Children's Allowance; General Welfare Assistance (administered by municipalities and Indian Band Councils or by the Province in unorganized territories); the Work Incentive Programs; and the Senior Citizens' Program. These programs, and the Soldiers' Aid Commission, are described in individual entries.

Children's Services Programs delivered by area offices include: Child Welfare (Children's Aid Societies); Day Nurseries; Probation services for children (Juvenile Corrections); Residential Care and Residential Treatment Services; and Community Programs for developmentally handicapped children. These programs are described in individual entries.

The Facilities for the Developmentally Handicapped and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in the entries which follow.

The Ministry's regional, area and local offices are listed below.

CENTRAL REGION

Regional Director
2195 Yonge St., 10th Flr.
Toronto M7A 1G2
416-963-1010

Barrie Area Office
34 Simcoe St., Box 910
Barrie L4M 1A1
705-737-1311
If long distance dial
1-800-461-7551

York Local Office
135 Yonge St. N.
Aurora L4G 1P3
416-727-3156

Local Office
80 Colborne St. W.
P.O. Box 98
Orillia L3V 2Y7
705-325-7408

Mississauga Area Office
1140 Burnhamthorpe Rd. W., Ste. 212
Mississauga L5C 4E9
416-897-3100

Toronto Area Office
2195 Yonge St., 9th Flr.
Toronto M7A 1G1
416-965-1433
416-965-5103 (Senior Citizens)

Local Office (N. W.)
3501 Dufferin St., Main Flr.
Downsview M3K 1N6
416-631-7444

Local Office (S. E.)
252 Parliament St.
Toronto M5A 3A4
416-362-6111

Local Office (N. E.)
1911 Eglinton Ave. E.
Scarborough M1L 2L6
416-752-6625

Local Office (S. W.)
121 Kennedy Ave., 2nd Flr.
Toronto M6S 2X8
416-763-3631

SOUTHWEST REGION

Regional Director
195 Dufferin Ave., 5th Flr.
London N6A 1K7
519-438-8344

Hamilton Area Office
119 King St. W., 6th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7280

Local Office
38 Darling St., 3rd Flr.
Brantford N3T 6A8
519-756-5790

Local Office
4701 St. Clair Ave., 3rd Flr.
Niagara Falls L2E 3S9
416-357-0363

Local Office
110 James St., 6th Flr.
Box 176
St. Catharines L2R 6S4
416-688-3022
If long distance ask
operator for Zenith 21370

Local Office
266 Division St.
Welland L3B 4A4
416-735-6510

London Area Office
495 Richmond St., 6th Flr.
London N6A 5A9
519-438-5111
If long distance dial
1-800-265-4197

Local Office
75 Wellington St.
P. O. Box 1150
Clinton N0M 1L0
519-482-3971

Local Office
P. O. Box 605
Court House, #3 Highway
Simcoe N3Y 4N4
519-428-0380
If long distance dial
1-800-265-8071

Local Office
194 Ontario St.
Stratford N5A 3H4
519-271-1530

Local Office
499 Talbot St.
St. Thomas N5P 1C3
519-631-3032

Waterloo Area Office
Waterloo Town Square
75 King St. S., 5th Flr.
Waterloo N2J 1P2
519-886-4700
If long distance ask
operator for Zenith 37610
(Grey, Bruce, Waterloo, Wellington)

Local Office
73 Water St. N.
Cambridge N1R 7L6
519-623-1230

Local Office
60 Baker St.
Guelph N1H 4G1
519-822-7500

Local Office
945 3rd Ave. E.
P. O. Box 697
Owen Sound N4K 5R4
519-376-1951
If long distance ask
operator for Zenith 21370

Local Office
P. O. Box 1058
209 Cayley St.
Walkerton N0G 2V0
519-881-0977

Windsor Area Office
250 Windsor Ave., 1st Flr.
Windsor N9A 6V9
519-254-1651
If long distance ask
operator for Zenith 21370

Local Office
48 Fifth St. S., 2nd Flr.
Chatham N7M 4V7
519-352-5040

Local Office
18 Selkirk St.
Leamington N8H 1G3
519-326-2511

Local Office
720 Christina St. N.
Sarnia N7V 3C2
519-337-3735
If long distance ask
operator for Zenith 21370

SOUTHEAST REGION

Regional Director
336 Alfred St.
Kingston K7L 3S5
613-548-6761

Kingston Area Office
1055 Princess St., Ste. 103
Kingston K7L 5T3
613-545-0539
For toll-free number check the
blue pages of telephone directory
(Leeds & Grenville, Lanark,
Frontenac, Hastings,
Lennox & Addington,
Prince Edward)

Local Office
199 Dundas St. E.
Belleville K8N 1E2
613-962-9562
If long distance ask
operator for Zenith 21370

Local Area Office
51 King St. E.
Brockville K6V 1A7
613-345-1200
If long distance dial
1-800-267-0834

Ottawa Area Office
10 Rideau St., 7th Flr.
Ottawa K1N 9J1
613-234-1188

Local Office
10 Main St. N., Box 520
Alexandria K0C 1A0
613-525-3524
If long distance ask
operator for Zenith 35500

Local Office
P. O. Box 40
Barry's Bay K0J 1B0
613-756-3506
If long distance ask
operator for Zenith 21370

Local Office
4 Montreal Rd., 3rd Flr.
Cornwall K6H 1B1
613-932-3381
If long distance ask
operator for Zenith 35500

Local Office
876 James St.
Hawkesbury K6A 2W8
613-632-1171
If long distance ask
operator for Zenith 35500

Local Office
77 Mary St., 3rd Flr.
Pembroke K8A 5V4
613-735-1073

Local Office
315 Raglan St. S.
Renfrew K7V 1R6
613-432-4886
If long distance ask
operator for Zenith 21370

Peterborough Area Office
60 Hunter St. E.
Peterborough K9H 1G5
705-742-9292
If long distance ask
operator for Zenith 21370

Local Office
322 Kent St. W., 2nd Flr.
P. O. Box 7000
Lindsay K9V 5E5
705-324-6128
If long distance ask
operator for Zenith 49740

Local Office
11 Simcoe St. N., Ste. 201
Oshawa L1G 4R7
416-576-9001
If long distance ask
operator for Zenith 21370

Local Office
38 Walton St., Ste. 4
Port Hope L1A 1N1
416-885-6386
If long distance check
blue pages of telephone directory

NORTHERN REGION

Regional Director
473 Queen St. E., 2nd Flr.
Sault Ste. Marie P6A 1Z5
705-949-8052

Sudbury Area and District Office
111 Larch St., 8th Flr.
Sudbury P3E 4T5
705-675-4515
If long distance dial
1-800-461-1167/9

Local Office
14 Young St.
Chapleau P0M 1K0
705-864-0429

Local Office
P. O. Box 580
Espanola P0P 1C0
705-869-1532

Local Office
Meredith/Eleanor Sts.
P. O. Box 358
Gore Bay
Manitoulin Island P0P 1H0
705-282-2288

Local Office
199 Larch St., 5th Flr.
Sudbury P3E 5P9
705-675-4515
If long distance ask
operator for Zenith 35500
or dial
1-800-461-1167/9

Sault Ste. Marie District Office
123 March St., 3rd Flr.
Box 68
Sault Ste. Marie P6A 2Z5
705-759-8244

Local Office
18 Philip Walk
Elliot Lake P5A 2S6
705-848-5259

North Bay Area Office
222 McIntyre St. W., Ste. 406
North Bay P1B 2Y8
705-474-4452

North Bay District Office
222 McIntyre St. W., Ste. 316
North Bay P1B 2Y8
705-474-3540

Local Office
274 Manitoba Ave.
Box 838
Bracebridge P0B 1C0
705-645-8718
If long distance ask
operator for Zenith 21370

Local Office
3 Beechwood Dr.
Parry Sound P2A 1J2
705-746-2717
If long distance ask
operator for Zenith 21370

Local Office
Hwy. 11, Toronto Ave. N.
Box 161
South River P0A 1X0
705-386-2571
If long distance ask
operator for Zenith 35500

Local Office
62 William St.
Box 160
Sturgeon Falls P0H 2G0
705-753-1611
If long distance ask
operator for Zenith 35500

Timmins District Office
11 Elm St. N.
Timmins P4N 6A3
705-267-7901
If long distance ask
operator for Zenith 21370

Local Office
241 Eighth St.
Box 310
Cochrane P0L 1C0
705-272-4846

Local Office
1405 Edward St.
P. O. Box 2140
Hearst P0L 1N0
705-362-4238

Local Office
46 Queen St.
Box 44
Kapuskasing P5N 2Y1
705-335-6108

Local Office
8 Hudson Bay Ave.
Box 398
Kirkland Lake P2N 2H7
705-567-3391
If long distance ask
operator for Zenith 21370

Local Office
Ontario Government Bldg.
Box 160
Revillon Rd.
Moosonee P0L 1Y0
705-336-2984

Local Office
310 Whitewood Ave.
Box 2260
New Liskeard P0J 1P0
705-647-7447

Local Office
11 Elm St. N.
Timmins P4N 6A3
705-267-7901

Thunder Bay Area and District Office
710 Victoria Ave., 3rd Flr.
Thunder Bay P7C 5P7
807-475-1345/1515
If long distance ask
operator for Zenith 21370

Local Office
416 Main St.
Box 1029
Geraldton P0T 1M0
807-854-1840

Kenora/Rainy River District Office
20 Main St. S., 2nd Flr.
Kenora P9N 1S7
807-468-3056
If long distance ask
operator for Zenith 24100

Local Office
479 Government Rd.
Box 1020
Dryden P8N 3E3
807-223-2241

Local Office
338 Scott St.
Box 760
Fort Frances P9A 3N1
807-274-9846

Local Office
120 Main St. S., Main Flr.
Kenora P9N 1S7
807-468-3056
If long distance ask
operator for Zenith 24100

Local Office
Ontario Government Bldg.
Box 827
Red Lake P0V 2M0
807-727-2174

Local Office
63 King St. S.
Box 338
Sioux Lookout P0V 2T0
807-737-3813

REGIONAL ORGANIZATION
CHILDREN'S AND ADULTS' OPERATIONS
FACILITIES FOR DEVELOPMENTALLY
HANDICAPPED

COMSOC 9

Treatment and training programs and services for **developmentally handicapped** persons are delivered through 11 government-operated and 11 local community board-operated facilities which fall under regional jurisdiction. The facilities directly operated by the Ministry are listed below:

CENTRAL REGION

Adult Occupational Centre
Edgar
Mailing address:
P. O. Box 12000
Barrie L4M 4W3
705-728-6910

Huronia Regional Centre
P. O. Box 1000
Orillia L3V 6L2
705-326-7361

NORTHERN REGION

Muskoka Centre
P. O. Box 280
Gravenhurst P0C 1G0
705-687-2201

Northwestern Regional Centre
580 Algoma St. N.
P. O. Box 3270
Thunder Bay P7B 5J8
807-343-4321

SOUTHEASTERN REGION

D'Arcy Place
700 D'Arcy St.
P. O. Box 2001
Cobourg K9A 4L5
416-372-3341

Prince Edward Heights
P. O. Box 440
Picton K0K 2T0
613-476-2104

Rideau Regional Centre
P. O. Box 2000
Smiths Falls K7A 4T7
613-283-5533

SOUTHWESTERN REGION

Southwestern Regional Centre
Hwy. 3 (West of Blenheim)
Mailing address:
P. O. Box 1000
Blenheim N0P 1A0
519-676-5431

C.P.R.I.
P. O. Box 2460
Terminal A
London N6A 4G6
519-471-2540

Midwestern Regional Centre
P. O. Box 400
Palmerston N0G 2P0
519-343-2015

Oxford Regional Centre
P. O. Box 310
Woodstock N4S 7X9
519-539-1251

REGIONAL ORGANIZATION COMSOC 10
YOUTH CORRECTIONS PROGRAM

The Youth Corrections Program provides services to young people aged 12 to 15 years charged with an offence under the **Young Offenders Act**. Programs include residential services for **young people**: ordered into detention to await court; received a disposition of open or secure custody under the **YOA**. Community programs such as **probation**, community service orders, personal service orders are provided by probation officers. Probation officers also provide case management services for any young person aged 12 to 15 years who receives a YOA disposition.

The custody/detention facilities administered through the Ministry's area offices, are small residences located throughout the province. For information regarding these programs, contact the nearest area office listed under the Ministry's Regional Organization. The Ministry's probation offices are listed below.

JUVENILE PROBATION

71 Station St.
Ajax L1S 1S2
416-683-1250/6

34 Simcoe St.
P. O. Box 910
Barrie L4M 1N1
705-737-3801

199 Dundas St. E.
Belleville K8N 1E2
613-966-9562

274 Manitoba Ave.
Box 63
Bracebridge P0B 1C0
705-645-8718

20 Nelson St. W.
Ste. 201 and 203
Brampton L6X 2M5
416-456-3430

38 Darling St., 3rd Flr.
Brantford N3T 6A8
519-756-5790

51 King St. E.
Brockville K6V 1A8
613-342-4033

Burlington Sq.
760 Brant St.
Burlington L7R 4B7
416-639-5371

73 Water St.
Cambridge N1R 7L6
519-623-1230 (Probation)

Court House
Munsey St.
Box 460
Cayuga N0A 1E0
416-772-5303

48 Fifth St., 2nd Flr.
Chatham N7M 4V8
519-352-5040

241 Eighth St.
Box 310
Cochrane P0L 1C0
705-272-4348

168 Hurontario St.
Box 155
Collingwood L9Y 2M2
705-445-3301

502 Pitt St., 2nd Flr.
Cornwall K6J 3R5
613-938-1581

479 Government Rd.
Box 1020
Dryden P8N 3E3
807-223-3321

9 Ontario St., Ste. 6
Elliot Lake P5A 2K3
705-848-5259

71 Centre St.
Box 1090
Espanola P0P 1C0
705-869-2601

338 Scott St.
Box 760
Fort Frances P9A 3N1
807-274-3208

416 Main St.
Box 1029
Geraldton P0T 1M0
807-854-0777

39 West St.
P.O. Box 403
Goderich N7A 4C7
519-524-7780

60 Baker St.
Guelph N1H 4G1
519-822-7500

499 King St. E., 2nd Flr.
St. John's Place
Hamilton L8N 1E1
416-525-0072

1405 Edward St.
Box 806
Hearst P0L 1N0
705-362-5145

5464 Dundas St. W., 3rd Flr.
Islington M9B 1B4
416-233-3206

46 Queen St.
Box 295
Kapuskasing P5N 2Y4
705-335-8573

General Delivery
Keewatin P0X 1C0
807-547-2864

736 Princess St.
Kingston K7L 1G3
613-545-4306

8 Hudson Bay Ave.
Kirkland Lake P2N 2H7
705-567-5297

322 Kent St. W.
Box 7000
Lindsay K9V 5E5
705-324-6128

80 Dundas St.
Court House
Box 5600, Terminal "A"
London N6A 2P3
519-679-7220

305 Midland Ave.
Midland L4R 3K5
705-526-3715

491 Steeles Ave. E.
Milton L9T 1Y7
416-878-0302

90 Dundas St. W., 2nd Flr.
Mississauga L5B 2T5
416-276-7670

713 Davis Dr.
Newmarket L3Y 2R3
416-895-1800

4701 St. Clair Ave.
Niagara Falls L2E 3S9
416-357-1066

222 McIntyre St. W., Ste. 310
North Bay P1B 2Y8
705-474-1519

Court House
51 Zina St.
Orangeville L9W 1E5
519-941-1530

Main St.
P. O. Box 309
L'Orignal K0B 1K0
613-675-4630/2379

80 Colborne St. W.
Orillia L3V 2Y7
705-325-7408

650 King St. E.
Ste. 204
Oshawa L1H 1G5
416-723-1119

900 Lady Ellen Place E., Ste. 11
Ottawa K1Z 5L5
613-722-6507

945 Third Ave. E.
P. O. Box 697
Owen Sound N4K 5R4
519-376-1951

3 Beechwood Dr.
Parry Sound P2A 1J2
705-746-5809

77 Mary St., 3rd Flr.
Pembroke K8A 5V4
613-735-1073

60 Hunter St. E.
Peterborough K9H 1G5
705-742-9292

38 Walton St., Ste. 4
Port Hope L1A 1N1
416-885-2133

110 James St.
P. O. Box 176
St. Catharines L2R 7E8
416-685-4897

145 Curtis St.
Provincial Court
P. O. Box 277
St. Thomas N5P 3Z7
519-631-3430

720 Christina St. N.
Sarnia N7V 3C2
519-337-3735

123 March St., 5th Flr.
Sault Ste. Marie P6A 2Z5
705-759-8244

2500 Lawrence Ave. E., 2nd Flr.
Scarborough M1P 2R7
416-750-3387

Court House
No. 3 Highway E.
Box 605
Simcoe N3Y 4N4
519-428-0380

63 King St.
P. O. Box 338
Sioux Lookout P0V 2T0
807-737-2162

100 Erie St.
Stratford N5A 2M4
519-271-5220

Ontario Government Bldg.
199 Larch St., Main Flr.
Sudbury P3E 5P9
705-675-4515

710 Victoria Ave., 3rd Flr.
Thunder Bay P7C 5P7
807-475-1485

11 Elm St. N.
Timmins P4N 6A3
705-267-7901

194 Gerrard St. E.
Toronto M5A 2E6
416-923-4516

900 Dufferin St., Ste. 209
Toronto M6H 4B1
416-965-5177

2265 Keele St., Ste. 1
Toronto M6M 3Z7
416-248-3055

209 Cayley St., Rm. 106
P. O. Box 1058
Walkerton N0G 2V0
519-881-0977

75 King St. S.
Waterloo Sq.
Waterloo N2J 1P2
519-886-4700

54 Broadway Ave., Ste. 4
Wawa P0S 1K0
705-856-2303

250 Windsor Ave., 2nd Flr.
Windsor N9A 6V9
519-254-1651

42 Wellington St. N.
Woodstock N4S 6P3
519-537-5579

CENTRAL SERVICES UNIT COMSOC 11
Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-963-2648

The unit is responsible for the provision of centralized services such as Crown Ward Reviews, Volunteer Awards coordination, Emergency Social Services Planning, Child Abuse Register, Adoption Services and various Legislative Boards and Commissions.

CHILD ABUSE REGISTER COMSOC 12
700 Bay St., 2nd Flr.
Toronto M7A 1E9
416-965-5556

The Child Abuse Register, is a confidential and restricted register that contains information on verified cases of **child** abuse that have occurred in Ontario since June 15, 1979. The Register is legislated under the **Child and Family Services Act**, 1984.

CROWN WARD REVIEW UNIT COMSOC 13
700 Bay St., 2nd Flr.
Toronto M7A 1E9
416-963-3157

The unit performs an annual administrative review of each Crown Ward who qualifies under Section 62(1) of the **Child and Family Services Act**, 1984. Staff submit reports to the Ministry, and to the Children's Aid Societies responsible for the care of Crown Wards.

EMERGENCY SOCIAL SERVICES PLANNING COMSOC 14
700 Bay St., 2nd Flr.
Toronto M7A 1E9
416-963-2936

The Ministry coordinates and encourages planning for provision of Emergency Social Services in the event of a major disaster. This section liaises with the Federal government, provides consultation to municipalities and assists Regional and Area Offices in developing appropriate plans within the community.

ADOPTION DISCLOSURE REGISTER COMSOC 15
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-0544

The Register provides a means by which adopted **adults** and their birth **parents**, adult birth siblings and birth grandparents can obtain identifying information about each other and meet if they wish. For information and/or an application form, call the Adoption Disclosure Register Clerk at 963-0709.

For information and referrals on private **adoption**, call 965-0544, and for step-parent, international and other adoptions, call 965-4881.

CUSTOMER SERVICE COMSOC 16
Macdonald Block, Rm. M1-17
900 Bay St.
Queen's Park, Toronto M7A 1E9
416-965-7825
(collect calls accepted)

Information on Ministry services and programs, such as Family Benefits Assistance, General Welfare Assistance, programs for the Elderly, Child Care and Vocational Rehabilitation Services, is provided to Ministry clients and the general public by this section. It acts as a liaison between clients and local offices to resolve allowance disparities; refers callers to other information sources; and provides copies of various Ministry publications, upon request.

VOLUNTEERS COMSOC 17
700 Bay St., 2nd Flr.
Toronto M7A 1E9
416-963-2936

This section coordinates and advises on the development of Volunteer programs for Ministry operations, such as facilities for the developmentally handicapped, probation services, training schools, and the Senior Volunteer in Service Program. The section also serves as a Ministry focus for encouraging volunteerism in social services within the community, and adminsters the Ministry's **Volunteer Awards Program**.

CHILD AND FAMILY SERVICES REVIEW BOARD COMSOC 18
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-1871

The Child and Family Services Review Board provides a mechanism for appealing specific decisions made under the **Child and Family Services Act**, 1984 and the **Day Nurseries Act**, 1980 such as recommendations made by Residential Placement Advisory Committees, refusal of placement by Adoption Licensees, and refusal or revocation of residential, adoption or day nurseries licences. In certain specified situations, the Board reviews a service provider's refusal to grant access to records, correct records, or provide adoption information, as well as allegations of unauthorized disclosure of **records**. As of April 1989 the Board will also handle appeals made by **young persons** who have been admitted to short term emergency admission to Secure Treatment Facilities. The Board is established as an independent body, and its decisions are not subject to review by the Minister or an official of the Ministry.

CUSTODY REVIEW BOARD COMSOC 19
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-1871

Under the federal Young Offenders Act, the **Youth** Court may order a young person committed to a place of secure custody, open custody, or a residential setting under a probation order. Provincial directors appointed by the province make decisions on specific placements and the granting of temporary releases to the community. Upon application by a young person, the Board reviews these decisions and makes recommendations to the Provincial Director.

Until 1988, the Board also reviewed plans for young persons made training school wards under previous legislation, and made recommendations to the Minister regarding termination of wardship. The Board still handles enquiries regarding former training school

wards. The Custody Review Board operates jointly with the Ministry of Correctional Services.

SOLDIERS' AID COMMISSION COMSOC 20
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-4891

The Soldiers' Aid Commission provides emergency aid to **veterans** of World War I, II and the Korean War, in exceptional circumstances, who have exhausted all other sources of funds. The Commission is funded by the Ministry of Community and Social Services which provides administrative support, including preparation of cheques and maintenance of **financial** records.

COMMUNITY SERVICES DIVISION

COMMUNITY SERVICES DIVISION COMSOC 21
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-6231

The Community Services Division is responsible for the development of policies and programs for **children**, the disabled, and the elderly.

The division consists of three branches, each representing the program areas: Children's Services, Elderly Services, and Services for Disabled Persons. Each branch is responsible for program policy and design, funding machanisms, standards, program expertise, implementation, planning and pilot testing, program assessment and evaluation. The branches are described in separate entries.

CHILDREN'S SERVICES BRANCH COMSOC 22
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-6237

This branch develops policies and programs for services under the **Child and Family Services Act**, 1984, including services for **Native People**, licensing of children's residential care facilities, confidentiality of and access to records, use of extraordinary measures, young offenders services, child welfare services, treatment, intervention and primary prevention services.

Child Welfare services provided through **Children's Aid Societies** for the enhancement of family life, protection of **children** and prevention of child abuse and neglect, include support, counselling and supervision of children in their homes, and placement and care of children in foster and adoption homes or in children's residences by agreement with the family or by court order.

Child Treatment services by psychiatrists for severely disturbed children, may be provided through Ministry operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Child and Family Intervention services provided, through approved agencies, for children with social, emotional, or behavioral problems and their families, include assessment, **counselling** and life skills training, and may be residential or non-residential.

Young Offenders services are provided through approved agencies, contractual arrangements with service providers, and Ministry operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Pro-

vincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

Community Support services are designed to enhance the ability of communities and populations at risk to cope with change and to respond to the needs of children and their families. Services include primary prevention initiatives, and professional and community consultation and research offered through approved agencies, colleges, universities, professional associations, and community organizations, (such as Children's Services Coordinating and Advisory Groups and Residential Placement Advisory Committees).

ELDERLY SERVICES BRANCH COMSOC 23
700 Bay St., 9th Flr.
Toronto M7A 1E9
416-965-5422

The Elderly Services Branch is responsible for policy and program development for both community based and residential services for **seniors**. These include Municipal and Charitable **Homes for the Aged**, Elderly Persons' Centres, Home Support Services for the Elderly, Homemaker and Nurses Services, and the Integrated Homemaker Program.

SERVICES FOR DISABLED PERSONS BRANCH COMSOC 24
700 Bay St., 11th Flr.
Toronto M5G 1Z6
416-965-3242

This branch develops policies and programs for community-based and institutional services for **disabled** children and adults with developmental handicaps or physical disabilities, including head and spinal cord injuries and hearing or vision impairments.

The branch also liaises with other areas of government and consumer associations in developing policies and programs.

FAMILY SERVICES AND INCOME MAINTENANCE DIVISION

FAMILY SERVICES AND COMSOC 25
INCOME MAINTENANCE DIVISION
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-1181

The division consists of three branches, Income Maintenance, Child Care, and Family Support, and provides policy development, program design, research and evaluation pertaining to their programs.

INCOME MAINTENANCE BRANCH COMSOC 26
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-2316

This branch develops policy and programs for Family Benefits, General Welfare Assistance and the Work Incentive Program.

INCOME MAINTENANCE PROGRAMS COMSOC 27
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-2316

The purpose of the Ontario Government's Income Maintenance Program is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits and an opportunity for self-development and independence. Income maintenance programs, described individually in the entries that follow, include Family Benefits, General Welfare Assistance, Handicapped Children's Program, Vocational Rehabilitation Maintenance Allowances and the Work Incentive Program.

INCOME MAINTENANCE PROGRAMS COMSOC 28
FAMILY BENEFITS
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-9505

The Family Benefits Program provides **financial assistance** to persons in need for a prolonged period of time, including sole support **parents** raising children alone, **disabled persons**, the **blind**, permanently **unemployable** persons, foster **children**, qualified elderly **women** aged 60 to 64 and persons aged 65 or over. In addition, a **Handicapped Children's Benefit** is available to eligible families caring for a severely handicapped child at home. If need is demonstrated, a monthly **allowance** and other benefits (**health insurance**, prescribed **drugs, dental** care, eyeglasses, home repairs) are provided. The allowance for the disabled and the blind is also known as **GAINS-D (Guaranteed Annual Income System**, Disabled). To apply for family benefits contact the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 29
GENERAL WELFARE ASSISTANCE
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-2316

The General Welfare Assistance (**GWA**) Program provides short-term **financial assistance** to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities and Indian Bands or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (**welfare**) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed **drugs**, **dental** care, **prosthetics** (including eyeglasses, hearing aids), and for **burials**. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, Canada Pension Plan, GAINS-A (senior citizens), or GAINS-D (blind and disabled). **Incentive Allowances** are paid to those under a work activity project. To apply for general welfare assistance, contact municipal welfare offices and Indian Bands. In unorganized territories, contact the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 30
HANDICAPPED CHILDREN'S PROGRAM
700 Bay St.
Toronto M7A 1E9

The Handicapped Children's Program has a special allowance for eligible families caring for severely **disabled children** in their own homes. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 31
VOCATIONAL REHABILITATION
MAINTENANCE ALLOWANCES
700 Bay St.
Toronto M7A 1E9

This program is designed to provide **financial assistance** as a monthly income to **disabled persons** enrolled in a training program and receiving services from the **Vocational Rehabilitation** program. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 32
WORK INCENTIVE PROGRAM
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9

The Work Incentive Program provides an income tested cash allowance to **disabled persons**, permanently **unemployable** people and sole-support **parents**, and other regular fringe benefits to eligible Family Benefits recipients returning to full-time employment. To apply for work incentives, Family Benefits recipients should contact their fieldworker at the appropriate area or local office listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 33
SOCIAL ASSISTANCE REVIEW BOARD
1075 Bay St., 7th Flr.
Toronto M5S 2B1
416-326-5104
Toll-free 1-800-387-5655

The Board holds province-wide hearings of appeals by individuals regarding decisions on General **Welfare** Assistance, **Vocational Rehabilitation** Services, **Family Benefits** (financial allowances for single mothers, the blind and disabled, permanently unemployable people, foster children, severely handicapped children), and co-payment (exemption from payment for chronic care services provided under the **Health Insurance** Act).

CHILD CARE BRANCH COMSOC 34
700 Bay St., 9th Flr.
Toronto M7A 1E9
416-965-3130

This branch is responsible for policy development and program design to facilitate child care service delivery at the area office level.

Child Care Program: The area offices supervise and issue **licences** to nursery schools, **day care** centres and private home day care agencies. Information and consultation on program development, staffing, legislation and special child care programs (e.g., for native peoples, handicapped, etc.) are offered to community groups. The Ministry provides **financial assistance** (operational start-up and capital assistance) to **municipalities**, **Indian**

Bands, approved corporations and other incorporated groups to establish non-profit day nurseries. Municipalities, Indian Bands and approved corporations can also receive Ministry funding to provide subsidies for eligible families in need of financial assistance to cover child care costs. Services are delivered through the area offices listed under this Ministry's Regional Organization entry.

FAMILY SUPPORT BRANCH COMSOC 35
Hepburn Block, 4th Flr.
80 Grosvenor St.
Toronto M7A 1E9
416-965-1818

The branch develops policy and programs for adults and families, such as Hostel Programs, Halfway Houses, Alcohol and Drug Recovery Homes, Counselling Services (including credit counselling), Family Violence Initiatives, Community Neighbourhood Support Services Program (CNSSP), Emergency Shelter and Assistance Program (ESAP), Employment Services Program and Activity Projects.

The **Municipal Hostel Program** is provided by municipalities under the General **Welfare** Assistance Act. **Municipalities** may purchase or provide room and board on an emergency, domiciliary and transient basis for needs tested persons or families. For further information, contact Municipal Social Service offices or the area and local offices listed under the Ministry's Regional Organization entry.

Halfway House Programs fall under the Charitable Institutions Act, and provide residential and **counselling** services for alcoholics, ex-offenders and other socially disadvantaged persons. Services are administered through the area and local offices listed under the Ministry's Regional Organization entry.

Core funding is available to informal, locally based support services, through the **Community and Neighbourhood Support Services Program** to strengthen communities through community development activities and provide services such as parent education, self-help, outreach, referral, information provision and case management. Service funds, cost-shared to individual service area funding arrangements, are also available under the CNSSP.

Counselling Services may be provided or purchased by municipalities from family counselling agencies for persons in need, as defined under the General Welfare Assistance Act. For such services contact Municipal Social Service offices. The Ministry also purchases counselling services from agencies and community organizations under the Ministry of Community and Social Services Act. These services are administered through the area and local offices listed under the Ministry's Regional Organization entry.

General and financial counselling related to **debt** repayment is provided, under the Ministry of Community and Social Services Act, by non-profit **credit** counselling agencies, and administered by area and local offices listed under the Ministry's Regional Organization entry.

Family Violence Initiatives for women who are victims of **domestic violence** and their **families** include Transition Houses, Family Resource Centres, Safe Homes, Crisis Telephone Lines, Emergency Transportation, and Non-Residential Counselling Services. Services are administered through area and local offices listed under the Ministry's Regional Organization entry, as well as municipalities.

The **Employment Services Programs**, a series of **employment** initiatives assisting long-term and potential long-term recipients of social assistance to become economically independent, includes Municipal employment programs such as **Employment Support Initiatives (E.S.I.), Youth Employment Preparation (Y.E.P.)**, the **Municipal Employment Program** and **Municipal Job Developer (M.J.D.)**. Early Intervention programs include **Community Youth Supports (C.Y.S.), Preparation for Independence (P.F.I.)**, and

FUTURES-Residential Component for age transitional youth 15-21 years. Work experience programs such as the **Social Service Employment Program (S.S.E.P.)** and Summer and Part-time Student Employment **Experience programs** are also available. For further information on these programs, contact the Employment Liaison Officer through the Ministry's area offices.

Work Activity Projects are offered under the General Welfare Assistance Act. They provide life skills and employment preparation for long-term social assistance recipients. The program exists in a limited number of Municipal Social Service Departments. For information, contact local Municipal Social Services offices.

Alcohol and Drug Recovery Homes are residential rehabilitation programs located in either halfway houses (Charitable Institutions Act) or municipal hostels, providing a supportive environment, enabling participants to maintain sobriety and to re-integrate into the community.

Emergency Shelter and Assistance Program (ESAP) is a temporary program to assist churches in meeting short-term needs for shelter and food in the community.

FINANCE AND ADMINISTRATION DIVISION

FINANCE AND ADMINISTRATION DIVISION COMSOC 36
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-4914

Corporate financial, human resource, audit, **Freedom of Information** and administrative support is provided to senior management groups by this division.

The division has five branches: Financial Planning and Corporate Analysis; Capital and Administrative Services; Financial Services; Human Resources; Comprehensive Audit and Review.

HUMAN RESOURCES BRANCH COMSOC 37
Hepburn Block, 5th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-7991

This branch provides policies and procedures relating to personnel classification, compensation and staffing; investigation of employee grievances, occupational health and safety, human resources planning, performance management placement, **employment equity** and training and development. The branch works in an advisory capacity with human resource program delivery staff and line managers who concentrate on personnel matters within their regions. It also coordinates the Ministry's **youth employment** program, and liaises with the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The **Library** and Learning Resources Unit (965-2300) is a part of the branch which provides access to reference services, Ministry publications, career planning information, training and development opportunities, management information resources, statutes regulations and manuals for all Ministry employees.

FINANCIAL PLANNING AND CORPORATE ANALYSIS BRANCH COMSOC 38
Hepburn Block, 4th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-5104

This branch analyses and evaluates the financial and resource implications of Ministry programs, and coordinates estimates preparation, and multi-year financial planning.

CAPITAL AND ADMINISTRATIVE SERVICES BRANCH COMSOC 39
56 Wellesley St. W., 17th Flr.
Toronto M7A 1E9
416-965-5006

The branch offers municipalities, Indian Band Councils and non-profit or charitable organizations technical expertise and consultative services to establish facilities for **rehabilitation**, residential, and community and social services under various Acts administered by the Ministry. The Financial Section (965-9160) controls and processes **federal-provincial** transfer payments for establishing and renovating these facilities, and maintains **statistics** on them.

The branch also supplies the Ministry with administrative services, including purchasing of goods and services, supply management, printing and duplicating, mail, transportation, assets management and development and maintenance of manuals. In liaison with the Ministry of Government Services, the branch coordinates common services such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

FINANCIAL SERVICES COMSOC 40
880 Bay St., 6th Flr.
Toronto M7A 2B6
416-326-8000

Financial Services performs general accounting functions, including payroll and expense account services, accounts payable, and financial liaison with Management Board of Cabinet, the Provincial Auditor and other government ministries and agencies. It is also responsible for submitting cost sharing claims to the Federal Government and for financial policy and advisory support services.

COMPREHENSIVE AUDIT & REVIEW BRANCH COMSOC 41
700 Bay St., 10th Flr.
Toronto M5G 1Z6
416-965-5214

This branch examines programs and services that are directly operated by the Ministry or funded through transfer payments, and ensures adequacy of financial and management control mechanisms and compliance with Ministry and government directions.

The branch determines if funds and public property are being adequately safeguarded and provides management with relevant information. It ascertains whether legislative, central agency, and Ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures.

INFORMATION SYSTEMS AND APPLIED TECHNOLOGY DIVISION

INFORMATION SYSTEMS AND APPLIED TECHNOLOGY DIVISION — COMSOC 42
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600

The division is responsible for putting a modern, integrated and workable technology environment in place, across the Ministry, by developing Ministry-wide systems and data bases, and implementing office automation, computing power and networks appropriate to the Ministry's structure. The development of technology and application to Ministry clients, and new technological approaches to program design, planning and delivery are also explored. The division consists of three branches: Strategic Systems Development, Technology Support, and Program Technology.

STRATEGIC SYSTEMS DEVELOPMENT BRANCH — COMSOC 43
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600

The branch is responsible for the creation of an integrated information systems environment across the Ministry; development of all new Ministry systems and data bases; information resource management, including records management; and development of an automation strategy for transfer payment agencies.

TECHNOLOGY SUPPORT BRANCH — COMSOC 44
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600

The implementation of corporate systems, end-user computing, systems maintenance, client services and support, network operations, centralized production support, the Comprehensive Income Maintenance System project; introduction of office automation hardware and software, user training, technical planning and support fall under this branch.

PROGRAM TECHNOLOGY BRANCH — COMSOC 45
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600

Identifying and adopting emerging technology to aid clients and improve program design and delivery methods is the responsibility of this branch.

ACTS

ACTS — COMSOC 46

The Ministry of Community and Social Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Charitable Institutions Act
R.S.O. 1980, Chapter 64
Child and Family Services Act, 1984
S.O. 1984, Chapter 55
Child Welfare Municipal Payments Continuance Act, 1976
S.O. 1976, Chapter 58 (not part of 1980 consolidation)

Child Welfare Validation of Adoption Orders Act, 1980
S.O. 1980, Chapter 58 (not part of 1980 consolidation)
Day Nurseries Act
R.S.O. 1980, Chapter 111
Developmental Services Act
R.S.O. 1980, Chapter 118
District Welfare Administration Boards Act
R.S.O. 1980, Chapter 122
Elderly Persons Centres Act
R.S.O. 1980, Chapter 131
Family Benefits Act
R.S.O. 1980, Chapter 151
General Welfare Assistance Act
R.S.O. 1980, Chapter 188
Homemakers and Nurses Services Act
R.S.O. 1980, Chapter 200
Homes for Retarded Persons Act
R.S.O. 1980, Chapter 201
Homes for the Aged and Rest Homes Act
R.S.O. 1980, Chapter 203
Indian Welfare Services Act
R.S.O. 1980, Chapter 214
Jewish Family and Child Service of Metropolitan Toronto Act
S.O. 1980, Chapter 105
Ministry of Community and Social Services Act
R.S.O. 1980, Chapter 273
Soldiers' Aid Commission Act
R.S.O. 1960, Chapter 377 (not part of 1980 consolidation)
Soldiers' Aid Commission Amendment Act, 1970
S.O. 1970, Chapter 83 (not part of 1980 consolidation)
Vocational Rehabilitation Services Act
R.S.O. 1980, Chapter 525
Young Offenders Implementation Act, 1984
S.O. 1984, Chapter 19

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

555 Yonge St.
Toronto M7A 2H6

Established on November 24, 1966, the Ministry of Consumer and Commercial Relations was originally called the Department of Financial and Commercial Affairs. It consisted of three divisions, Consumer Protection, Superintendent of Insurance, and the Ontario Securities Commission, and administered 13 acts previously assigned to the Attorney General and Ministry of Justice. In 1972, the Department underwent extensive reorganization and acquired its present name. In 1986, the Ministry was divided into the separate ministries of Financial Institutions and Consumer and Commercial Relations.

Consumer and Commercial Relations now consists of five divisions, as well as numerous branches, boards and commissions and administers 55 different acts. The Ministry's programs, which affect business and consumers include: licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of technical and operational situations to ensure public safety; registration of documents related to all aspects of real and personal property ownership; maintenance of community standards in films shown in Ontario; and control of the use and availability of beverage alcohol.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES CCR 1
555 Yonge St., 5th Flr.
Toronto M7A 2J3
416-326-8440

Legal Services counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The office also performs general legal services for the Ministry, such as rendering opinions, settling claims, and attending court hearings, administrative tribunals, etc.. Legal services are supplied by the Ministry of the Attorney General.

POLICY AND PLANNING BRANCH CCR 2
555 Yonge St., 8th Flr.
Toronto M7A 2H6
416-326-8861

The Policy and Planning Branch provides an advisory support function to the Minister, Deputy Minister, Ministry Policy Committee and senior management in the areas of policy development, strategic planning, research, policy analysis and program evaluation.

SUPPORT SERVICES DIVISION

SUPPORT SERVICES DIVISION CCR 3
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8460

The division coordinates the functions of four branches to provide support services for the Ministries of Consumer and Commercial Relations and Financial Institutions. Administering implementation of, and compliance with, the Freedom of Information and Privacy Act within the two ministries, and functioning as a liaison between the Ministry of Consumer and Commercial Relations and its agencies are also division responsibilities.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE CCR 4
10 Wellesley St. E., 5th Flr.
Toronto M7A 2J3
416-326-8463

The Freedom of Information and Protection of Privacy (FOI) Coordinator responds to requests for information made by the public under the Freedom of Information Act; monitors implementation within the Ministry of the government's policy on the protection of individual privacy (with respect to personal information); and provides information to the public through the FOI Reading Room at 555 Yonge Street.

FRENCH LANGUAGE SERVICES CCR 5
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8462

The French Language Services Coordinator is responsible for implementation within the Ministry, of the government's policy on providing French language services to the French-speaking public of Ontario.

SERVICES EN FRANÇAIS

Le coordonnateur des services en français de ce Ministère est responsable de la mise en oeuvre et du contrôle de la politique du gouvernement en matière de services en langue française (services aux francophones de cette province).

COMMUNICATIONS SERVICES BRANCH CCR 6
555 Yonge St.
Toronto M7A 2H6
In Toronto, call:
News and Information Section, 416-326-8525
Consumer Information Centre, 416-326-8555
TTY(Visual Ear), 416-326-8566
Toll-free 1-800-268-1142
Area Code 807, collect 416-326-8555

This branch establishes communications policy for the Ministry, advises other branches on related problems, and provides communications support to the Minister and the Deputy Minister. The branch is comprised of the News and Information Section and the Consumer Information Centre.

The News and Information Section informs the public, client groups and the media about the Ministry's activities; develops all communications programs for the Ministry; and produces and distributes publications, audio-visual materials, and news releases.

The **Consumer Information Centre** offers a bilingual information service to the general public. **Deaf** or hearing handicapped and speech handicapped persons using the Visual Ear or teletype (TTY) network service can also contact the Centre. Its **library** (326-8556) provides **consumer** and **business** resource materials, previewing of materials by mail for consumer educators, and consumer education services for professionals working in the field. The **Ministry reading room** allows public access to Ministry publications, statutes, manuals and internal procedures.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH
FINANCE SECTION
10 Wellesley St. E., 4th Flr.
Toronto M7A 2J3
416-326-8900

CCR 7

The Finance Section provides all programs of the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It processes all revenue received by the ministries and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Management Board of Cabinet and the Ministry of Treasury and Economics.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH
ADMINISTRATIVE SERVICES SECTION
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8750

CCR 8

The Administrative Services Section coordinates purchasing, printing, duplicating, mail services, building security, transportation, records and forms management, assets management, employees IDs, and maintenance of policy and procedures manuals (e.g., Management Board Directives and Guidelines) for the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions. Liaison is provided with the Ministry of Government Services for acquisition and design of office accommodation, parking, telephone installations and purchasing of commonly used supplies. The section also handles occupational health and safety issues in the Ministry.

INTERNAL AUDIT AND OPERATIONAL REVIEWS
101 Bloor St. W., 3rd Flr.
Toronto M7A 2H8
416-963-0434

CCR 9

Internal Audit and Operational Reviews assists all levels of management in the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions in achieving program objectives by: providing assurance that control processes are satisfactory; furnishing timely recommendations for improving the economy and efficiency of operational and E.D.P. (electronic data processing) activities; and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational, and management controls designed to ensure that physical, human, and information assets of the ministries are safeguarded against loss or misuse. This office ascertains the extent of compliance with established Ministry and government policies and guidelines.

HUMAN RESOURCES BRANCH
10 Wellesley St. E., 7th Flr.
Toronto M4Y 1G2
416-326-8890

CCR 10

The Human Resources Branch works mainly in an advisory capacity with line managers whose primary task is personnel matters within their units. The branch is responsible to the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions for personnel policies and procedures; staff training and development; Pre-Re-

tirement Seminars and human resources planning; research into personnel-related issues and programs; coordination of the **Employment Equity Program**; establishment of employee classification and compensation levels; staff recruitment; employee counselling; investigation of employee grievances, and all matters affecting working conditions and performance. Personnel, payroll, attendance and employee benefit records are maintained for the ministries. The branch also liaises with the Human Resources Secretariat, Civil Service Commission, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

INFORMATION TECHNOLOGY DIVISION

INFORMATION TECHNOLOGY DIVISION CCR 11
543 Yonge St., 3rd Flr.
Toronto M7A 2H8
416-963-0533

The division, which consists of the Information Technology Planning Branch and Information Systems Services Branch, is responsible for the effective planning and implementation of information technology in the ministries of Consumer and Commercial Relations and Financial Institutions. Consulting services relating to computing, data processing, general office automation and other information technologies are provided. This office both develops and maintains information systems. The Network Operations Section ensures the effective management of the Ministry's minicomputer technology and telecommunications networks. The division liaises with central agencies, such as Management Board of Cabinet and the Ministry of Government Services' Computer and Telecommunication Services Division, as well as external bodies and private sector suppliers.

BUSINESS PRACTICES DIVISION

BUSINESS REGULATION BRANCH CCR 12
CENTRAL REGISTRATION SECTION
555 Yonge St., 4th Flr.
Toronto M7A 2H6
416-326-8800

The Central Registration Section maintains a central file of **businesses** or persons registered under the following Acts: **Consumer Protection (registration** and **bonding** of **itinerant sellers), Consumer Reporting (credit** reporting and personal investigation agencies), **Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Travel Industry**.

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call the above number.

BUSINESS REGULATION BRANCH CCR 13
MOTOR VEHICLE DEALERS ACT
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8670
Fax 416-326-8810

The Registrar's office administers the Motor Vehicle Dealers Act for the control and supervision of dealers and salespersons of new and used **motor vehicles**. The Ministry's Central Registration Section performs the **registration** function for dealers and salespersons and maintains a central file. (For registrants, new applications, renewals and revisions, call 326-8800). Complaints concerning the purchase and sale of motor vehicles are

handled by the Consumer Services Bureaus (listed under this Ministry's Consumer Services Branch entry).

The **Motor Vehicle Dealers Compensation Fund** is also administered through this office. All **claims** and enquiries should be directed to the above address.

BUSINESS REGULATION BRANCH CCR 14
REAL ESTATE AND BUSINESS BROKERS ACT
CONDOMINION ACT
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8679

The Real Estate and Business Brokers Act protects Ontario consumers through **registration** of **real estate** and business **brokers** and salespersons. Registration records are maintained by the Ministry's Central Registration Section (registrants, new applications, renewals and revisions, call 326-8800). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with an accurate description of the **real property** and terms of sale. Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Services Bureaus (listed under this Ministry's Consumer Services Branch entry).

The Condominium Act sets out the requirements for registration of condominium units of all types in Ontario and allows for the orderly operation of the Corporation following registration. The structure of the Corporation is established through the Declaration and By-laws under the Act. The office provides information only and has a booklet available for distribution free of charge.

BUSINESS REGULATION BRANCH CCR 15
TRAVEL INDUSTRY ACT
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8741

To protect the financial interests of Ontario travellers, and ensure ethical conduct and good **travel** service, the Travel Industry Act requires the **registration** of travel agents and wholesalers. The Ministry's Central Registration Section performs the registration function and maintains a central file (registrants, new applications, renewals and revisions, call 963-0444). Consumer complaints are handled by the Consumer Services Bureaus (see list under this Ministry's Consumer Services Branch entry).

The **Travel Industry Compensation Fund** is administered by an independent Board of Trustees. A Fund Claims Officer is located in the above office and all **claims** and inquiries should be directed to the above address.

BUSINESS REGULATION BRANCH CCR 16
BAILIFFS, COLLECTION AGENCIES,
CONSUMER PROTECTION, CONSUMER REPORTING,
DEBT COLLECTORS,
DISCRIMINATORY BUSINESS PRACTICES,
PAPERBACK AND PERIODICAL DISTRIBUTORS ACTS
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-3154 (Bailiffs, etc..)
416-326-8725 (Consumer Protection Act)

This office administers the Bailiffs, **Collection Agencies, Consumer Protection, Consumer Reporting, Debt Collectors**, Discriminatory Business Practices, and Paperback and Periodical Distributors Acts. The Registrar ensures the protection of Ontario **consumers**

through control and supervision of **bailiffs, collection agencies**, consumer reporting agencies (**credit** and personal information investigation), direct sellers and distributors of paperback **books** and **periodicals**. This office arranges appointments under the **Bailiffs Act**, and registration under the **Paperback and Periodical Distributors Act**. The Ministry's Central Registration Section accepts the applications of businesses under the other Acts (Central File: 326-8800). Consumer complaints relating to all these Acts, (except for bailiffs which are handled by district sheriffs), should be directed to the Consumer Services Bureau (see list under this Ministry's Consumer Services Branch entry).

BUSINESS REGULATION BRANCH CCR 17
CEMETERIES REGULATION SECTION
101 Bloor St. W., 6th Flr.
Toronto M5S 2Z5
416-963-0511
Fax 416-961-4912

The Cemeteries Regulation Section administers the **Cemeteries Act**, which regulates operation of all **cemeteries, crematoria, mausolea, columbaria** and burial grounds. The section also answers inquiries and investigates **consumer complaints** about cemeteries and **burials**, and advises cemetery owners. No special legislation exists for monument dealers. For information, contact this office or the regional offices listed below.

119 King St. W.
Hamilton L8N 3Z9
416-521-7557
Fax 416-521-7511
(Brant, Haldimand-Norfolk, Halton, Peel, Simcoe, Hamilton-Wentworth, Niagara, Wellington, York)

1055 Princess St., Ste. 202
Kingston K7L 5T3
613-545-4465
Fax 613-545-4466
(Frontenac, Haliburton, Hastings, Lennox and Addington, Northumberland, Peterborough, Prince Edward, Victoria, Durham, Muskoka, Algoma, Kenora, Rainy River, Thunder Bay)

80 Dundas St.
P. O. Box 5600
Postal Terminal "A"
London N6A 2P3
519-679-7150
Fax 519-432-1530
(Elgin, Essex, Huron, Kent, Lambton, Middlesex, Perth, Oxford, Waterloo, Grey, Bruce, Dufferin)

10 Rideau St., 2nd. Flr.
Ottawa K1N 9J1
613-566-3878
Fax 613-232-9406
(Lanark, Leeds and Grenville, Nipissing, Ottawa-Carleton, Prescott and Russell, Renfrew, Stormont, Dundas and Glengarry, Sudbury District, Regional Municipality of Sudbury, Manitoulin, Cochrane, Timiskaming, Parry Sound)

101 Bloor St. W., 6th Flr.
Toronto M5S 2Z5
416-963-0511
416-961-4912
(Metropolitan Toronto)

CONSUMER SERVICES BRANCH CCR 18
555 Yonge St., 2nd Flr.
Toronto M7A 2H6
416-326-8606
Consumer Services Bureau 416-326-8600
Investigation & Enforcement 416-326-8606

The Consumer Services Branch mediates and processes consumer complaints, investigates alleged infractions, and inspects registrants under all Acts dealing with consumer protection. Officers are available to speak to consumer and business groups on consumer protection matters. The branch is divided into two sections, **Consumer Services Bureaus** and **Investigation and Enforcement**.

Consumer Services Bureaus across Ontario answer **consumer** inquiries and attempt to mediate **complaints** arising from the purchase of goods or services (e.g., consumer rights regarding **contracts**), borrowing money, and deceptive or unfair **business** practices. Eight bureaus handle complaints under these Acts: **Bailiffs** (private bailiffs); **Business Practices** (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); **Collection Agencies; Consumer Protection** (e.g., finance charges on **credit** purchases and **loans**); **Consumer Reporting** (credit reporting and personal investigation agencies); **Discriminatory Business Practices** (e.g., **discrimination** in the business community on the basis of race, creed, colour, nationality, ancestry, place of origin, sex or geographical location); **Motor Vehicle Dealers**, (e.g., purchase of **motor vehicles**), **Motor Vehicle Repair** (e.g., Repairs to Motor Vehicle); **Paperback and Periodical Distributors** (wholesalers of paperback books and **periodicals**); **Prepaid Services** (e.g., Memberships in Fitness, Health Clubs, Diet or Modelling Agencies); **Real Estate and Business Brokers; Travel Industry** (travel agents and wholesalers). The bureaus across the Province are listed below.

119 King St. W., 5th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7554
Fax 416-521-7511

80 Dundas St., Main Flr.
Box 5600, Terminal "A"
London N6A 2P3
519-679-7150
Fax 519-432-1530

10 Rideau St., 2nd Flr.
Ottawa K1N 9J1
613-566-3878
Fax 613-232-9406

139 George St. N., 8th Flr.
Peterborough K9J 3G6
705-743-8728
Fax 705-745-2179

199 Larch St., 2nd Flr.
Sudbury P3E 5P9
705-675-4378
Fax 705-673-7237

435 James St. S., 1st Flr.
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1641
Fax 807-475-0423

555 Yonge St., 2nd Flr.
Toronto M7A 2H6
416-326-8600
Fax 416-326-8665

250 Windsor Ave., 6th Flr.
Windsor N9A 6V9
519-254-6413
Fax 519-258-7710

ENTERTAINMENT STANDARDS BRANCH CCR 19
THEATRES SECTION
1075 Millwood Rd.
Toronto M4G 1X6
416-421-2462

The Theatres Section, which administers the amended Theatres Act, is responsible for the **safety** of film theatre-goers in Ontario; the approval for public exhibition and distribution of all 35mm, 16mm, and 8mm film and **videotape**; and the approval of all printed **advertising** related to the public exhibition of film.

To achieve these ends, the section issues **licences** to **theatres** exhibiting standard film in the province and monitors them through regular inspection, tests and licences **projectionists**, licences **film** distributors, film **exchanges, video retailers** and distributors, and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administration for the **Ontario Film Review Board**. Present criteria for approval and classification of films and videos are based on guidelines prescribed by the **Theatres Act**, as amended.

Information packages, including the section's history and Ontario Film Review Board procedures and guidelines, may be obtained from this Ministry's Consumer Information Centre, 555 Yonge St., Main Floor, Toronto (326-8555). The monthly screening report on films and the monthly report on eliminations requested in films and videos are also on file at the Centre.

ENTERTAINMENT STANDARDS BRANCH CCR 20
LOTTERIES SECTION
10 Wellesley St. E., 5th Flr.
Toronto M7A 2H8
416-326-8700

The Lotteries Section supervises, controls and issues **licences** to all **lottery**, bingo, raffle, and **games of chance** operators in Ontario covered under the **Criminal Code of Canada**. Copies of the regulations are available on request. The section does not have jurisdiction over the activities of the Ontario Lottery Corporation (see entry under Ministry of Tourism and Recreation).

ENTERTAINMENT STANDARDS BRANCH CCR 21
ATHLETICS COMMISSIONER
10 Wellesley St. E., 5th Flr.
Toronto M7A 2H6
416-326-8700

The Athletics Commissioner administers the **Athletics Control Act**, and is responsible for the proper conduct of all professional combative **sports** in Ontario. The Commissioner maintains liaison with **community centres** and **arenas**, and issues **licences** to professional **boxers, kickboxers** and **wrestlers** and all officials involved in these sports.

ONTARIO NEW HOME WARRANTY PROGRAM CCR 22
600 Eglinton Ave. E.
Toronto M4P 1P3
416-488-6000

The Ontario New Home Warranty Program (**NHWP**) is a self-financing, non-profit corporation which administers the Ontario **New Home Warranties Plan Act**. This Act requires the **registration** of all **builders** of new homes, including **condominiums** and **mobile homes** placed on permanent foundations for year-round occupancy. A warranty

to a maximum of 50,000 ensures that new and previously unoccupied **houses** are free from defects in workmanship and material for one year. Purchasers should obtain a certificate under the Warranty Program, and deal directly with the builder during the first year after purchase. The Program covers major structural defects up to a maximum of 50,000 for an additional four years. Deposit monies paid to builders are covered up to a maximum of 20,000. The corporation will handle **consumer complaints** from buyers of new homes. However, buyers must inform both the builder and the Warranty Program in writing of any problems occurring before the expiration of the first year, or before the end of the fifth year in the case of major structural defects. The program has regional offices in Brampton, Hamilton, Kitchener, Ottawa, Sudbury and Thunder Bay listed in the white pages of the local telephone directory under Ontario New Home Warranty Program. Offices in Whitby and Newmarket will be opening in 1989. Under certain circumstances, builders, vendors, or house owners can request assistance to resolve disputes through the **Commercial Registration Appeal Tribunal**. The Warranty Program issues Ca quarterly publication, "The Link", to all registered builders and vendors.

The warranty provisions outlined above do not reflect all of the extensions and limitations which exist. For details, please contact the Warranty Program.

TECHNICAL STANDARDS DIVISION

TECHNICAL STANDARDS DIVISION CCR 23
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6090

The Technical Standards Division sets design **standards** for equipment and machinery which may affect public **safety**, and carries out inspections to ensure that safety standards are met. Programs of this division are described in separate entries.

A divisional **library** (234-6098) provides access to some of the Ministry's publications, regulations, standards, manuals and internal procedures.

PRESSURE VESSELS SAFETY BRANCH CCR 24
3300 Bloor St. W., 3rd Flr., West Tower
Etobicoke M8X 2X4
416-234-6000

The branch strives to minimize the loss of life and property arising from the operation of **boilers** and **pressure vessels**. Under the **Boilers and Pressure Vessels Act** and the **Operating Engineers Act**, the branch ensures **safety** by reviewing boiler and pressure vessel designs and **welding** procedures, and performing inspections during fabrication and installation, and periodically thereafter if the vessel is uninsured. Other responsibilities include inspecting major repairs to all boilers and pressure vessels; qualifying and issuing **licences** to **welders; registering** and classifying **steam, refrigeration** and **compression** plants; issuing licences to their operators and **operating engineers**, and investigating related **accidents**. For administering the inspection and welder testing segments of the program, the province is divided into four regions, listed below.

119 King St. W., 5th Flr.
Hamilton L8N 3Z9
416-521-7560
(Southwest Ontario)

30 Duke St. W., 4th Flr.
Kitchener N2H 3W5
519-749-1816
(West Ontario)

3300 Bloor St. W., 3rd Flr., West Tower
Etobicoke M8X 2X4
416-234-6000
(East Toronto; West Toronto and Northern Ontario)

ELEVATING DEVICES BRANCH CCR 25
3300 Bloor St. W., 3rd Flr., West Tower
Etobicoke M8X 2X4
416-234-6060

The Elevating Devices Branch administers the **Elevating Devices Act** which applies with the exception of those devices covered under the Mining Act, to elevators, **escalators, dumbwaiters, moving walks, manlifts, platform lifts, ski lifts**, lifts for the **disabled** and **construction hoists**, and the **Amusement Devices Act** which covers **go-karts**, amusement rides and **water** slides. Elevating and amusement devices are inspected and **licenced**. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted **safety** standards and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, **contractors** installing, maintaining and repairing these devices must be **registered** with the branch and monitored. For amusement devices, licencees (business owners) are licenced and subsequently monitored. Individual devices must have a permit renewed annually.

The branch initiates and issues safety rulings, maintains a data bank of technical and statistical information, and participates in the development of safety codes through the **Canadian Standards Association** and international standards-making organizations. Field inspection operations are managed from the main Toronto office. Inspectors are located at head office and various district field offices throughout the province, as listed below. The engineering and field management staff combine expertise to investigate **accidents**, incidents and **consumer complaints** and undertake complex technical investigations to resolve problems.

Etobicoke (Head Office)
416-234-6060

Hamilton
416-521-7558

Kingston
613-389-7443

Kitchener
519-749-1613

London
519-679-7150

Ottawa
613-566-3806

Sudbury
705-675-4381

Thunder Bay
807-475-1641

Windsor
519-254-3739

FUELS SAFETY BRANCH CCR 26
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6030

The Fuels Safety Branch, which enforces the **Ontario Energy Act** and the **Gasoline Handling Act**, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution, storage and utilization of **fuels** such as **natural gas, oil, propane**, and **gasoline**. The branch issues **licences** to gasoline service stations, propane facilities and companies which distribute natural gas and oil; **registers contracting** companies which do work covered under the Energy Act or the Gasoline Handling Act; issues **certificates** to natural gas and propane fitters and handlers and oil-burner mechanics; and audits all of these operations on a spot-check basis.

Etobicoke
416-234-6030
Fax 416-963-2018

Hamilton
416-521-7559
Fax 416-521-7511

Kingston
613-389-2830

London
519-679-7150
Fax 519-432-1530

Thunder Bay
807-475-1650
Fax 807-475-0423

UPHOLSTERED AND STUFFED ARTICLES BRANCH CCR 27
3300 Bloor St. W., 3rd Flr.
Etobicoke M8X 2X4
416-239-4853

The branch administers the **Upholstered and Stuffed Articles Act** and ensures **safety** by **registering** renovators and manufacturers and inspecting premises of registrants and retailers of **upholstered and stuffed articles**. Responsibilities include investigating **consumer complaints** about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations. Field offices listed below carry out the same inspection and complaint investigation functions as the head office, and pick up samples of filling materials for submission to head office for testing. There are two branch field offices, listed below.

Mr. Tom MacRae
80 Dundas St., Main Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-679-7150
(Western)

Mr. J.J. Richard
22B Castlebrook Lane
Nepean K2G 5G2
613-226-2537
(Eastern)

PUBLIC ENTERTAINMENT STANDARDS PROGRAM

ONTARIO RACING COMMISSION CCR 28
180 Dundas St. W., 14th Flr.
Toronto M7A 2K1
416-963-0520

The **Ontario Racing Commission (ORC)** administers the Racing Commission Act, which involves supervision and control of **horse racing** in Ontario. The ORC **licences** all racetrack operators and racing participants. Licences may be obtained by contacting the ORC office at any operating Ontario racetrack. The commission holds **public hearings** on

appeals to review rulings issued by commission judges and stewards officiating at the races. It also administers the **Race Tracks Tax Sharing Arrangement**, a program that returns approximately 25 million dollars to the racing industry in the form of purse supplements; breeding incentive programs (the **Ontario Sires Stakes**); equine **research grants** and the **Race Track Assistance Program**. The ORC can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

REGISTRATION DIVISION

REGISTRATION DIVISION CCR 29
393 University Ave., 4th Flr.
Toronto M7A 2H6
416-596-3600

This division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act, and the collection and custody of records under the Vital Statistics Act. Through its Companies Branch, it provides for the incorporation, dissolution and revival of companies, and registration of partnerships and proprietorships.

REAL PROPERTY REGISTRATION BRANCH CCR 30
393 University Ave., 4th Flr.
Toronto M7A 2H6
416-596-3649

The Real Property Registration Branch is responsible for the management and operation of the 65 **Land Registry Offices** throughout Ontario. The offices register, store and preserve documents, **deeds, mortgages** and plans of survey **registration** relating to the ownership and encumbrance of real property under both the Land Titles system and the Registry system. All registered and deposited records are available to the public (for a fee) to search **title** or obtain information relating to the ownership of **real property**.

The branch monitors the quality of plans of survey through its **Surveys, Mapping and Title Examination Office** by both direct pre-registration examination and post-registration audit and review. The office examines applications for first registration, **condominium** plans, **Boundaries Act** plans and applications under the Certification of Titles Act.

The branch is responsible for the implementation of system improvements referred to as **POLARIS** (Province of Ontario Land Registration and Information System). Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property **maps**.

Forty-eight of the 65 Land Registry Offices provide registration and enquiry services related to the **Personal Property Security Registration (PPSR)** system. **Liens** against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Thirteen of the Land Registry Offices provide local incorporation services under the Business Corporations Act. The following is a list of five regional offices and 65 Land Registry Offices indicating the services provided: Registry (REG), **Land** Titles (LT), Personal Property Security Registration (PPSR), and Company incorporation (CO).

REGIONAL OFFICES:

Toronto Regional Offices
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3764

Northern Regional Office
128 Larch St., Ste. 501
Sudbury P3E 5J8
705-675-4111

Central Regional Office
330 Yonge St., 2nd Flr.
Newmarket L3Y 4X1
416-853-0353

Southwestern Regional Office
205 York St., 2nd Flr.
London N6A 1B4
519-673-6590

Eastern Regional Office
1055 Princess St., Ste. 202
Kingston K7L 5T3
613-545-4466

REGISTRY OFFICES:

REG
P. O. Box 668
63 Kenyon St. W.
Alexandria K0C 1A0
613-525-1315
(Glengarry)

REG
125 Brougham St.
P. O. Box 1180
Almonte K0A 1A0
613-256-1577
(Lanark North)

REG
248 George St.
P. O. Box 389
Arthur N0G 1A0
519-848-2300
519-848-2930 Paging Service
(Wellington North)

REG, LT, PPSR, CO
Court House
114 Worsley St.
Barrie L4M 1M1
705-734-2722 Ext. 60
705-737-3600 Paging Service
(Simcoe)

REG, LT, PPSR
280 Pinnacle St.
P. O. Box 1540
Belleville K8N 5J2
613-968-4597 REG, LT
613-968-8261 PPSR
613-968-5382/8611 Paging Service
(Hastings)

REG, LT
108 Liberty St. N.
P. O.Box 178
Bowmanville L1C 3K9
416-623-5386
416-623-3751/2426 Paging Service
(Newcastle)

REG, LT, PPSR
15 Dominion St.
P. O. Box 720
Bracebridge P0B 1C0
705-645-4415
705-645-8773 Paging Service
(Muskoka)

REG, LT, PPSR
7765 Hurontario St.
P. O. Box 1200
Brampton L6V 2L8
416-457-5350 REG, LT
416-453-1272 PPSR
(Peel)

REG, PPSR
Court House
80 Wellington St.
Brantford N3T 2L9
519-752-8321 REG
519-752-5571 PPSR
519-753-8664/8665 Paging Service
(Brant)

REG, PPSR
7 King St. W.
Brockville K6V 3P7
613-345-5751/53/56
(Leeds)

REG
99 Main St., 2nd Flr.
Cambridge N1R 1W1
519-653-5778
519-653-2348 Paging Service
(Waterloo South)

REG, PPSR
P. O. Box 310
10 Echo St.
Cayuga N0A 1E0
416-772-3531
416-772-3532 Paging Service
(Haldimand)

REG, PPSR
40 William St. N.
Chatham N7M 5L8
519-352-5520
(Kent)

REG, PPSR
P. O. Box 668
Highway 2
Cobourg K9A 4R5
416-372-3813
416-372-7471 Paging Service
(Northumberland West)

REG, LT, PPSR
Court House
149 4th Ave.
P. O. Box 580
Cochrane P0L 1C0
705-272-5791
(Cochrane)

REG
P. O. Box 339
51 King St.
Colborne K0K 1S0
416-355-2338
416-355-3603 Paging Service
(Northumberland East)

REG, PPSR
P. O. Box 1268
127 Sydney St.
Cornwall K6H 5V3
613-932-4522
613-932-7046 Paging Service
(Stormont)

REG
192 Lambton St. E.
P. O. Box 10
Durham N0G 1R0
519-369-2011
(Grey South)

REG, LT, PPSR
353 Church St.
P. O. Box 398
Fort Frances P9A 3M7
807-274-5451
(Rainy River)

REG, LT
178 McKellar St.
P. O. Box 9
Glencoe N0L 1M0
519-287-2234
(Middlesex West)

REG, PPSR
38 North St.
P. O. Box 216
Goderich N7A 3Z2
519-524-9562
519-524-9651 Title Searchers
(Huron)

REG, LT, PPSR
Phipps St.
P. O. Box 265
Gore Bay P0P 1H0
705-282-2442
(Manitoulin)

REG, PPSR
P. O. Box 905
21 Douglas St.
Guelph N1H 6M6
519-822-0251
519-767-9191/9444
(Wellington South)

REG, LT, PPSR
375 Main St.
P. O. Box 159
Haileybury P0J 1K0
705-672-3332
705-672-2344 Paging Service
(Timiskaming)

REG, LT, PPSR, CO
Ontario Government Bldg.
119 King St. W.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7561
416-525-4571 Paging Service
(Wentworth)

REG, LT, PPSR
20 Main St. S.
P. O. Box 1350
Kenora P9N 3X7
807-468-3138
(Kenora)

REG, PPSR, CO
Court St.
Kingston K7L 2N4
613-548-6767
613-542-1783 Paging Service
(Frontenac)

REG, PPSR, CO
200 Frederick St., 3rd Flr.
Kitchener N2H 6N9
519-576-1330 REG
519-576-2370 PPSR
519-576-6600 Paging Service
(Waterloo North)

REG, PPSR
Provincial Court Bldg.
440 Kent St. W.
Box 4000
Lindsay K9V 4S5
705-324-4912
705-324-5061 Paging Service
(Victoria)

REG, LT, PPSR, CO
80 Dundas St.
P. O. Box 5600
London N6A 2P3
519-679-7180 REG, LT
519-679-7185 PPSR
519-679-7190 Paging Service
(Middlesex East)

REG, LT, PPSR
Queen & Court Sts.
P. O. Box 302
L'Orignal K0B 1K0
613-675-4648
613-675-2626 Paging Service
(Prescott)

REG, LT, PPSR
491 Steeles Ave. E.
Milton L9T 1Y7
416-878-7287/8/9 REG, LT
416-878-1882 PPSR
416-878-8159/8150 Paging Service
(Halton)

REG
Newcastle St.
P. O. Box 270
Minden K0M 2K0
705-286-1391
705-286-1702 Paging Service
(Haliburton)

REG
5th St.
P. O. Box 645
Morrisburg K0C 1X0
613-543-2583
(Dundas)

REG, PPSR
87 Thomas St. E.
Napanee K7R 1L1
613-354-3751
(Lennox)

REG, LT
50 Eagle St. W.
Newmarket L3Y 6B1
416-895-1561
416-895-9801 Paging Service
(York Region)

REG, LT, PPSR
360 Plouffe St.
North Bay P1B 9L5
705-474-2270
(Nipissing)

REG, PPSR
10 Louisa St.
Orangeville L9W 3P9
519-941-1481
519-941-1703 Freelancers
(Dufferin)

REG, LT, PPSR, CO
The Thornton Centre
850 King St. W.
Oshawa L1J 2L5
416-436-3521
416-436-3535 Paging Service
(Durham)

REG, LT, PPSR
Court House
161 Elgin St., 4th Flr.
Ottawa K2P 2K1
613-239-1319 REG, PPSR, CO
613-239-1230 LT
613-239-1288/1289 Paging Service
613-239-1290/1291 Paging Service
613-239-1248/1249 Paging Service
(Ottawa-Carleton)

REG, PPSR
Court House
595 9th Ave. E.
Owen Sound N4K 3E3
519-376-1637
519-376-1647 Paging Service
(Grey North)

REG, LT, PPSR
28 Miller St.
P. O. Box 276
Parry Sound P2A 1T1
705-746-5816
705-746-7643 Paging Service
(Parry Sound)

REG, PPSR
400 Pembroke St. E.
P. O. Box 760
Pembroke K8A 6X1
613-732-8331
613-732-8620 Paging Service
(Renfrew)

REG, PPSR
10 Sunset Blvd.
P. O. Box 278
Perth K7H 3E4
613-267-1144
(Lanark South)

REG, LT, PPSR, CO
Court House
P. O. Box 958
470 Water St.
Peterborough K9J 7A5
705-745-0583 Ext. 44
705-745-0585/0586 Paging Service
(Peterborough)

REG, PPSR
1 Pitt St.
P. O. Box 1310
Picton K0K 2T0
613-476-3219
613-476-6616 Paging Service
(Prince Edward)

REG, LT
17 Mill St. N.
P. O. Box 122
Port Hope L1A 3W3
416-885-5616
416-885-8732 Title Searchers
(Port Hope)

REG
499 Centre St.
P. O. Box 1660
Prescott K0E 1T0
613-925-3177
(Grenville)
A9REG, LT
469 Concession St.
P. O. Box 10
Russell K0A 3B0
613-445-2138
613-445-2126 Paging Service
(Russell)

REG, PPSR
Court House
700 N. Christina St.
Sarnia N7Y 7N5
519-337-2393
(Lambton)

REG, LT, PPSR, CO,
P. O. Box 550
420 Queen St. E.
Sault Ste. Marie P6A 5M8
705-253-8887
705-253-9151/5511 Paging Service
(Algoma)

REG, LT, PPSR
Court House
Hwy. 3 W.
Simcoe N3Y 4K8
519-426-2216
519-426-9482 Paging Services
(Haldimand-Norfolk)

REG, LT, PPSR
59 Church St.
P. O. Box 126
St. Catharines L2R 6R4
416-684-6351
416-684-2377 Paging Service
(Niagara North)

REG, PPSR
York St. W.
P. O. Box 902
Stratford N5A 6T1
519-271-3343
519-271-6772 Paging Service
(Perth)

REG, LT, PPSR
P. O. Box 4
Wellington St.
St. Thomas N5P 3T5
519-631-3015 REG, LT
519-633-4471 PPSR
519-631-1014/8363 Paging Service
(Elgin, Kent (Lake Erie))

REG, LT, PPSR, CO
199 Larch St., 3rd Flr.
Sudbury P3E 5P9
705-675-4300 REG, LT
705-675-4306 PPSR
(Sudbury)

REG, LT, PPSR, CO
29 Royston Court
Postal Station "P"
Thunder Bay P7A 4Y7
807-475-1235
807-345-0553 Paging Service
(Thunder Bay)

REG
Box 99
20 Dundas St. W., Ste. 230
Toronto M5G 2C2
416-965-7553
416-965-7546 Paging Service
(Toronto City)

REG
Box 108
20 Dundas St. W., Ste. 321
Toronto M5G 2C2
416-965-7588
416-965-7601 Paging Service
(Toronto Boroughs)

LT
Box 117
20 Dundas St. W., Ste. 420
Toronto M5G 2C2
416-965-5248
416-965-7559/7560/7568 Paging Service
416-965-1523/1535 Paging Service
416-965-1534/5269 Paging Service
(Metropolitan Toronto)

PPSR
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3766
(Toronto)

REG, LT, PPSR
203 Cayley St.
P. O. Box 1690
Walkerton N0G 2V0
519-881-2259
(Bruce)

REG, LT, PPSR, CO
200 Division St.
P. O. Box 730
Welland L3B 3G1
416-735-4011/13
416-732-6704/1545/2795 Paging Service
(Niagara South)

REG, LT, PPSR, CO
250 Windsor Ave., 3rd Flr.
Windsor N9A 6V9
519-971-9980 REG, LT
519-971-9976 PPSR
519-256-4995/6/7/8 Paging Service
(Essex)

REG, LT, PPSR
75 Graham St.
P. O. Box 246
Woodstock N4S 7W8
519-537-6286/7
519-537-3115 Paging Service
(Oxford)

PROPERTY LAW BRANCH CCR 31
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3622

The Property Law Branch provides legal support to the Personal Property Security Registration Branch, the Real Property Registration Branch and the Office of the Registrar General. It also responds to enquiries concerning the interpretation of the **Boundaries Act**, the **Certification of Titles Act**, the **Change of Name Act**, 1986, the **Condominium Act**, the **Land Registration Reform Act**, 1984, the **Land Titles Act**, the **Marriage Act**, the **Registry Act** and the **Vital Statistics Act**.

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH CCR 32
Main Administration Offices
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3766

The branch manages the **Personal Property Security Registration System (PPSR)**, and administers the **Personal Property Security Act (PPSA)**, the **Corporation Securities Registration Act (CSRA)** and the repealed **Bills of Sale Act**. The PPSR System provides a **registration** function whereby a seller of personal property (e.g., a **motor vehicle**) or a lender of money can secure the purchase price or the **loan** (as detailed in a **security agreement** by registering a **financing statement**. Financing statements are available free of charge at any one of the 49 branch offices of the system (see CCR, Real Property Registration Branch). The document creating the security interest is a security agreement, which can be a **chattel mortgage**, **conditional sale contract**, or an **assignment of book debts**. The PPSR System provides an inquiry service so that people can determine, when buying **personal property** or accepting it for security as collateral for a loan, whether there is a security interest **(lien)** on the property, i.e., whether the owner has previously pledged the property as security. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the PPSR branch offices listed under this Ministry's Real Property Registration Branch entry. **Corporation securities** such as corporate **mortgages**, **bonds** and **debentures** are registered at the Toronto Branch Office.

The Personal Property Security Registration Branch also **publishes** several guides (Registration Guide, Debtor Name Enquiry Guide, Motor Vehicle Enquiry Guide, Deposit Account Guide) for the general public. Mailing addresses for the branch are as follows:

Mailed-in Registrations:
Central Registration Branch
Box 21100, Postal Station "A"
Toronto M5W 1W6

Mailed-in Inquiries:
Personal Property Registration Branch
Box 4120, Postal Station "A"
Toronto M5W 1T2

COMPANIES BRANCH CCR 33
INFORMATION SERVICES SECTION
393 University Ave., 2nd Flr.
Toronto M7A 2H6
416-593-8880

The Information Services Section deals with searches of **corporations** and certificates of corporation status. Copies of documents (e.g., articles of **incorporation**, annual returns and notices) of corporations in Ontario can be provided. The section also handles **business** registration of general **partnerships**, limited partnerships and sole **proprietorships**; registers corporations that carry on business in Ontario under **name** or style other than the corporate name; registers dissolution or withdrawal of these businesses; and conducts public searches of documents relating to all the above business enterprises. The section can provide copies of registrations and issue certificates of **registration** or non-registration for a name.

COMPANIES BRANCH CCR 34
COMPLIANCE SECTION
393 University Ave., 2nd Flr.
Toronto M7A 2H6
416-593-8880

The Compliance Section has responsibility for encouraging and monitoring accurate and timely reporting of corporate information such as: location of registered office; names and addresses of current officers and directors. Access to these records are given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

The mandate of the Compliance Section encompasses the enforcement of the filing provisions of the Business Corporations Act (B.C.A.), the Corporations Act (C.A.), the Extra Provincial Corporations Act (E.P.C.A.), the Corporations Information Act (C.I.A.) and the Partnership Registration Act, (P.R.A.).

COMPANIES BRANCH CCR 35
CORPORATE SERVICES SECTION
393 University Ave., 2nd Flr.
Toronto M7A 2H6

The Corporate Services Section (596-3760) examines by-laws, notices of change and special resolution of **corporations**, and provides information on corporation reporting and filing requirements. The section cancels charters (letters patent, certificates of **incorporation**) and extra-provincial **licences**. It also deals with default notices regarding notices of change and revival of corporations.

Names and Articles Control (596-3761) deals with the clearance of corporate **names** for proposed new **non-profit corporations** and corporations applying for an extra-provincial licence. Proposed changes of names by existing non-profit corporations and foreign corporations seeking extra-provincial licences are also processed.

Examiners examine and process articles of incorporation, articles of amendment, etc., of business corporations (596-3757) and applications for incorporation of non-profit corporations, 596-3722 (e.g., **churches**, community groups, etc.), and issues letters patent (charters) with respect to them. The section processes applications from foreign corpora-

tions for extra-provincial licences.

COMPANIES BRANCH CCR 36
SYSTEMS IMPLEMENTATION SECTION
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3795

The Systems Implementation Section is responsible for developing and implementing an automated registration system for the Companies Branch. The system will be developed in two phases. The first phase will computerize records for business names and limited partnerships. The second phase will computerize records for corporations.

REGISTRAR GENERAL BRANCH CCR 37
Macdonald Block, 2nd Flr.
Queen's Park, Toronto M7A 1Y5
416-965-1687

The Registrar General Branch registers and records Ontario **births**, **deaths, marriages**, still-births, parentage and **name** changes. The branch also keeps **adoption** and **divorce records**. **Statistics** relating to births, still-births, marriages, divorces and deaths are compiled annually and published under the title "Ontario Vital Statistics". Wallet and file size certificates as well as certified photocopies of registrations of births, deaths and marriages in Ontario are provided to entitled applicants on payment of appropriate fees (10.00 - 15.00). Under the Marriage Act, certificates of **registration** are issued to persons authorized to perform marriages in Ontario (contact **Marriage Office**, 965-2026).

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Consumer and Commercial Relations are listed below. Contact the Communications Services Branch (963-0339) for unlisted agencies.

COMMERCIAL REGISTRATION APPEAL TRIBUNAL CCR 38
1 St. Clair Ave. W.
Toronto M4V 1K6
416-965-7798

The Tribunal holds public hearings on **appeals** to review administrative decisions denying, refusing to renew, suspending or revoking **registration** of individuals and **corporations**. It also hears appeals to review government-originated cease and desist orders respecting **advertising**, selling and unfair **business** practices by **real estate** and **business brokers** and salespersons, **mortgage** brokers, **motor vehicle** dealers and salespersons, **bailiffs**, consumer **credit** reporting agencies, **collection agencies, itinerant sellers (Consumer Protection Act)** manufacturers and renovators of **upholstered and stuffed articles**, distributors of paperback **books** and **periodicals, travel** agents and wholesalers. Under the **Discriminatory Business Practices Act**, the Tribunal handles appeals. In addition, it hears claimant and registrant appeals from decisions and proposals of the Corporation administering the **Ontario New Home Warranties Plan Act**, appeals of **credit unions** from orders taking over management of the **Ontario Share and Deposit Insurance Corporation**, claimant appeals from trustees' decisions under the **Travel Industry Act**, and appeals for compensation under the Travel Industry Act, Ontario New Home Warranties Plan Act and Motor Vehicle Dealers Compensation Fund under the **Motor Vehicle Dealers Act**.

The Tribunal holds public hearings on appeals from persons aggrieved by Liquor Licence Board decisions to: refuse to issue, suspend, attach terms to, or revoke a **licence** or

permit; refuse to renew or approve a transfer of a licence; suspend, revoke or refuse to renew a manufacturer's licence; temporarily suspend a licence or permit in the public interest; refuse to register an agent or representative; issue an interdiction order; issue a cease and desist order with respect to an advertisement or public notice.

LIQUOR CONTROL BOARD OF ONTARIO CCR 39
55 Lake Shore Blvd. E.
Toronto M5E 1A4
416-864-2570

Through over 600 retail stores across Ontario, the Liquor Control Board of Ontario (**LCBO**) distributes and sells spirits, **wine** and beer to consumers and licensed establishments. The LCBO also places private orders for brands not normally carried in its stores, offers free product advice to customers through experienced wine consultants, and provides a wide selection of fine wines and spirits in its Vintage stores and "Vintages Sections" of regular **liquor** stores. For travellers leaving the country, the LCBO operates two duty-free stores at Pearson International Airport. The LCBO also authorizes the sale of Ontario beer through the **Brewers' Retail stores** and Ontario wine through Ontario winery stores. For more information about LCBO operations call the LCBO Info-Line at 1-800-668-5226 (in Toronto call 324-4401).

LIQUOR LICENCE BOARD OF ONTARIO CCR 40
55 Lake Shore Blvd. E.
Toronto M5E 1A4
416-965-4664
Fax 416-965-3486

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (**LLBO**) issues, renews, transfers, suspends and revokes **liquor licences** (including Special Occasion Permits) for on-premise sale and consumption of **alcoholic** beverages. The Board also regulates alcoholic beverage **advertising** and inspects all licensed establishments in Ontario. **Ontario Photo Cards** are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and **Brewers' Retail** outlets. For information on obtaining a liquor licence, call 963-1427 Western Ont., 963-1470 Central Ont., 963-1886 Eastern Ont., 963-1419 Northern Ont., 963-1417 Toronto Area; Ontario Photo Cards, 965-4964; **Special Occasion Permits**, 963-1467 Western Ont., 963-1477 Central Ont., 963-1484 Eastern Ont., 963-1421 Northern Ont., 963-1412 Toronto Area; transfers, 965-3539; advertising, 965-3450; inspections, 965-4666.

ACTS

ACTS CCR 41

The Ministry of Consumer and Commercial Relations is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Amusement Devices Act, 1986
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Bills of Sale Act (repealed)
Boilers and Pressure Vessels Act
Boundaries Act
Bread Sales Act
Business Corporations Act, 1982

Business Practices Act
Cemeteries Act
Certification of Titles Act
Change of Name Act, 1986
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporation Securities Registration Act
Corporations Act
Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Elevating Devices Act
Energy Act
Extra-Provincial Corporations Act, 1984
Factors Act
Gasoline Handling Act
Land Registration Reform Act, 1984
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act, 1988
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Partnerships Registration Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975
(unconsolidated and unrepealed)
Prearranged Funeral Services Act
Prepaid Service Act,1988
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Residential Complex Sales Representation Act, 1983
Theatres Act
Travel Industry Act
Unclaimed Articles Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

MINISTRY OF CORRECTIONAL SERVICES

2001 Eglinton Ave. E.
Scarborough M1L 4P1

The Ministry of Correctional Services, established by the provincial legislature in 1946 as the Department of Reform Institutions, operated facilities for male and female adult and juvenile (under 18) offenders. In 1968, it became the Department of Correctional Services when the Province took over responsibility for all county and city jails and passed the Department of Correctional Services Act (consolidating all but the Training Schools Act). In 1972, the name changed to the Ministry of Correctional Services, and probation services were transferred from the Ministry of the Attorney General. Responsibility for juvenile offenders was assumed by the Ministry of Community and Social Services in 1977.

Correctional Services has jurisdiction over adult male and female persons placed on probation, on remand awaiting trial or sentencing, being held for immigration hearings or deportation, awaiting transfer to federal institutions, sentenced to terms of less than two years and released on parole.

Under the Young Offenders Act, Canada, the Ministry holds responsibility for 16 and 17 year-old offenders, up to their 18th birthday.

The Ministry's main objectives are to provide custody and community supervision as directed by the courts and federal and provincial legislation governing correctional services in Ontario; provide information to assist the courts in determining disposition; create programs to motivate offenders towards positive personal and social adjustment; and develop and provide programs for the prevention of crime.

The Ministry of Correctional Services administers the Ministry of Correctional Services Act, 1980.

DEPUTY MINISTER'S OFFICE

INVESTIGATION UNIT — CORRECTIONS 1
2001Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3327

This unit investigates incidents involving Ministry staff or inmates, and reports directly to the Deputy Minister with findings and recommendations. It also provides advice and consultation to Ministry staff on matters of static, dynamic and preventive security.

LEGAL SERVICES BRANCH — CORRECTIONS 2
North Tower, Ste. 400
175 Bloor St. E.
Toronto M4W 3R8
416-326-5045

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, etc.. The branch is staffed by employees of the Attorney General's Office.

CORPORATE POLICY SECRETARIAT CORRECTIONS 3
North Tower
175 Bloor St. E.
Toronto M4W 3R8
416-326-5041

The Corporate Policy Secretariat is responsible for the strategic planning process of the Ministry. Activities include liaising with other areas of government and agencies; coordinating corporate policy development and briefing; providing for resource planning and allocation procedures; and developing effective management processes.

COMMUNICATIONS BRANCH CORRECTIONS 4
North Tower, Ste. 400
175 Bloor St. W.
Toronto M4W 3R8
416-326-5010

The Communications Branch provides information to the public, directly and via the news media, about the Ministry's activities; establishes communications policy for the Ministry; and provides advice, consultation and communication support services to the Minister, Deputy Minister and other branches. Branch activities include media liaison, answering public inquiries, and producing and distributing publications, news releases, audio-visual materials, exhibits and photographic displays.

For general information on Ministry programs, telephone 750-3333.

CORPORATE SERVICES DIVISION

CORPORATE SERVICES DIVISION CORRECTIONS 5
621 Main St. W.
North Bay P1B 2V6
705-495-3830

Corporate Services Division is responsible for the development and implementation of management information systems, strategic plans, Ministry program evaluation, operational review and audit, human resources planning and management, staff training and development, employment equity, French language services, and Freedom of Information. The division also provides support services in the areas of budgeting, accounting, purchasing, facilities design and planning, records management, telecommunications, and plans and coordinates programs within the Ministry and with other provincial and federal government agencies.

OPERATIONAL REVIEW AND AUDIT BRANCH CORRECTIONS 6
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3330/3372

The branch reviews and monitors the Ministry's management systems and financial audits. It also assists management through a program of preventive security.

The branch is comprised of two sections: Operational Review, and Corporate and Special Audits.

HUMAN RESOURCES MANAGEMENT BRANCH CORRECTIONS 7
176 Main St. W.
North Bay P1B 1A8
705-495-3800
Fax 705-495-3810

The Human Resources Management Branch works in an advisory capacity with line managers relating to personnel matters within their units. Services are provided by personnel administrators in the Ministry's main office and at the regional locations listed below. The branch is responsible for the establishment of Ministry personnel policies and procedures, administration of appropriate classification and compensation levels for Ministry employees, coordination of promotional competitions, manpower planning, employee counselling and labour relations matters. The Ministry's personnel and employee benefit records are maintained by the branch. It also serves as a liaison between the Ministry and the Human Resources Secretariat, and the Ontario Public Service Employees Union (OPSEU).

The branch operates special employment programs, such as summer **youth employment** for students. It also coordinates the Ministry's employment equity program.

Staff Training and Development (2001 Eglinton Ave. E., Scarborough, 750-3450) provides training and development programs for all Ministry staff, and some training for private correctional agencies under contract to the Ministry. This includes basic training for correctional, probation and parole officers, in addition to a wide range of professional development and management training programs. The branch has produced a variety of training materials and guide books which are available to training personnel from other ministries.

Field Office
Staff Training Centre
115 McLaughlin Rd. S.
Brampton L6Y 2C8
416-459-8350

Human Resources Management Field Offices

Manager, Planning and Administration
Ministry of Correctional Services
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3335

Regional Personnel Administrator (R.P.A.)
Central Region
6711 Mississauga Rd., Ste. 406
Mississauga, L5N 2W3
416-965-3116

Regional Personnel Administrator (R.P.A.)
Metro Region
2 Dunbloor Rd., Ste. 312
Islington M9A 2E4
416-248-3901

Regional Personnel Administrator (R.P.A.)
Eastern Region
1055 Princess St., Ste. 404
Kingston K7L 1H3
613-547-3464

Regional Personnel Administrator (R.P.A.)
Peterborough Region (Eastern)
223 Aylmer St. N., Ste. 02
Peterborough K9J 3K3
705-748-4281

Regional Personnel Administrator (R.P.A.)
Northern Region
199 Larch St., 9th Flr.
Sudbury P3E 5P9
705-675-4321

Regional Personnel Administrator (R.P.A.)
Western Region
80 Dundas St., 1st Flr.
Box 5600, Terminal "A"
London M6A 3C2
519-679-1760

MANAGEMENT INFORMATION SYSTEMS BRANCH — CORRECTIONS 8

2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3413
Fax 416-750-4373

1500 Fisher St.
Northgate Mall
North Bay P1B 2H3
416-705-495-3812
Fax 416-495-3811

The branch is responsible for the effective management of all information resources throughout the Ministry. This ensures that timely, relevant, and accurate information is available for operational and decision support when and where it is needed.

Branch activities include the development, maintenance, and operation of computer and paper based information systems, the information centre, local systems support, systems education and training, information resources planning and management, **records management**, central files, and word processing.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH — CORRECTIONS 9

621 Main St., W.
North Bay P1B 2V6
705-495-3833

Within the branch, the Accounts Section (705-495-3860) prepares claims under federal/-provincial agreements, and provides accounting services for all expenditures including accounts payable, payroll, revenue and budgetary control.

The General Services Section (705-495-3836) provides mail, messenger, and duplicating services; stationery and printed forms for the Ministry; fleet management; stock in stores and fixed assets.

The Purchasing Section (705-495-3845) provides the Ministry with purchasing of goods and services.

EMPLOYMENT EQUITY PROGRAM — CORRECTIONS 10

2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3492

The Employment Equity Program serves employees of the Ministry, with special emphasis on aboriginals, racial minorities, francophones, persons with disabilities and women, by providing training and development opportunities to become more qualified for job competitions. Additional functions of this office include monitoring research, developing and evaluating strategies and initiatives. Career counselling is provided on an ad hoc basis for employees. Resource information, training seminars, workshops and presentations to interest groups are also available.

FRENCH LANGUAGE SERVICES COORDINATOR CORRECTIONS 11
176 Main St., W.
North Bay P1B 1A8
705-495-3800
Fax 705-495-3810

The **French Language Services** Coordinator advises the Deputy Minister and management on the effective provision of French language services within Ministry programs and activities. The Coordinator also formulates policy proposals and implementation plans to meet the requirements of the French Language Services Act.

This office coordinates French language training, evaluates staff; and liaises with the Office of Francophone Affairs, the Ontario French Language Services Commission and francophone associations in order to keep the Ministry informed of Franco-Ontarian community needs.

PLANNING AND EVALUATION BRANCH CORRECTIONS 12
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3350

The Planning and Evaluation Branch plans, develops, and evaluates programs; coordinates and implements staff orientation; and establishes administrative procedures.

The **Freedom of Information** and Privacy Office of this branch responds to requests for access to records submitted to the Ontario Board of Parole under the Freedom of Information and Protection of Privacy Act, 1987, and liaises with the Office of the Information and Privacy Commissioner.

OPERATIONS DIVISION

OPERATIONS DIVISION CORRECTIONS 13
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3487

The Operations Division has two branches, the Offender Programming and Operational Support Branch and the Community Corrections Branch, which provide management, professional and consultative services to both institutional and community correctional programs. As part of its commitment to community corrections, the Operations Division contracts with private community agencies to provide resource centres for selected **inmates** and open custody for young offenders.

Ministry operations include administration of Ontario's 46 adult correctional institutions, 17 young offender secure detention and secure custody facilities, and a network of probation and parole services for both adult and young offenders in 131 locations throughout the province. **Correctional institutions** include jails, detention centres, correctional centres and treatment centres for adults and young offenders.

Jails and Detention Centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences, and awaiting transfer to other institutions. Programs are geared to the relatively short-term needs of offenders and focus primarily on basic **educational** upgrading and life skills.

Correctional Centres provide a variety of programs for longer term offenders in minimum, medium or maximum security settings. Specialized programs are available at the **Ontario Correctional Institute** (Brampton), the Guelph Assessment and Treatment Unit (**Guelph Correctional Centre**) and the Rideau Treatment Centre (Rideau Correctional Centre) in Eastern Ontario, in the areas of assessment, treatment and **research**. The

Ministry currently operates two minimum security satellite camps. One provides adult offenders with exposure to farming and forestry, and the other is for young offenders.

Probation and **parole** officers work closely with all courts of criminal jurisdiction in Ontario and with the **Ontario Board of Parole**. Probation and parole staff supply pre-sentence and pre-disposition reports to judges; pre-parole reports to the Ontario Board of Parole; and supervision and assistance to probationers, offenders on parole and former offenders who need assistance after release from correctional institutions. Staff offer **counselling** and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

The Operations Division is administered by five regional offices located throughout the province. A list of regional offices, institutions and probation and parole offices follows.

METRO REGION

Regional Office
2 Dunbloor Rd., Ste. 312
Islington M9A 2E4
416-235-4969

Institutions

Metropolitan Toronto East Detention Centre
55 Civic Rd.
Scarborough M1L 2K9
416-750-3513

Metropolitan Toronto West Detention Centre
111 Disco Rd.
Box 4950
Rexdale M9W 5L6
416-235-4989

Mimico Correctional Centre
130 Horner Ave.
Box 75, Station "N"
Toronto M8V 3S9
416-255-0131

Toronto Jail
550 Gerrard St. E.
Toronto M4M 1X6
416-963-2880

Whitby Jail
200 Victoria St. W.
Box 156
Whitby L1N 5S1
416-668-7791

Probation and Parole Offices

1240 Bay St., 4th Flr., Ste. 404
Toronto M5R 2A7
416-965-6434

745 Danforth Ave., 4th Flr.
Toronto M4J 1L4
416-963-3389

900 Dufferin St., Ste. 207
Dufferin Mall
Toronto M6H 4B1
416-965-5026

2265 Keele St., 2nd Flr., Ste. 2
Toronto M6M 3Z7
416-248-3273

77 River St., Ste. 100
Toronto M5A 3P1
416-965-1869

1940 Eglinton Ave. E., Ste. 204
Scarborough M1L 4R1
416-750-3452

4125 Lawrence Ave. E., Ste. 101
Scarborough M1E 2S2
416-750-3344

156 Duncan Mill Rd., Ste. 7
Don Mills M3B 3N2
416-391-1955

5233 Dundas St. W., 3rd Flr.
Islington M9B 1A6
416-233-1197

2065 Finch Ave. W., Ste. 509
Downsview M3N 2V7
416-745-6291

23 Westmore Dr., Ste. 112
Rexdale M9V 3Y7
416-745-4960

Court Locations/Probation and Parole Offices

Old City Hall Court
60 Queen St. W., Rm. 321
Toronto M5H 2M4
416-965-6527

361 University Ave., Rm. 210
County Court House
Toronto M5G 1T3
416-965-2879

444 Yonge St., 2nd Flr.
College Park Court
Toronto M5B 2H4
416-965-3236

80 The East Mall
East Mall Court
Toronto M8Z 5X1
416-252-6521

1911 Eglinton Ave. E.
Scarborough Court
Scarborough M1L 4P4
416-750-3370

1000 Finch Ave. W.
North York Court
Downsview M3J 2V5
416-663-5355

40 King St. W., Ste. 610
Oshawa L1H 1A4
416-571-3774

The Pickering Corporate Centre
1305 Pickering Mall Parkway, Ste. 416
Pickering L1V 3P2
416-831-2600

208 North St.
Port Perry L0B 1N0
416-985-8771

CENTRAL REGION

Regional Office
6711 Mississauga Rd., Ste. 406
Mississauga L5N 2W3
416-965-3116

Institutions

Barrie Jail
87 Mulcaster St.
Box 224
Barrie L4M 4T2
705-728-3933

Camp Hillsdale
(Satellite Barrie Jail)
R R #1
Midland L4R 4K3
705-835-3544

Brantford Jail
105 Market St.
Brantford N3T 6A9
519-752-6578

Burtch Correctional Centre
R R #1, Mount Pleasant
Box 940
Brantford N3T 5S6
519-484-2421

Hamilton-Wentworth Detention Centre
165 Barton St. E.
Hamilton L8L 2W6
416-523-8800

Maplehurst Correctional Centre
661 Martin St. (Junc. of 401 & 25)
Box 10
Milton L9T 2Y3
416-878-8141

Niagara Dentention Centre
Hwy. 58
Box 1050
Thorold L2V 4A6
416-227-6321

Ontario Correctional Institute
109 McLaughlin Rd. S.
Box 1888
Brampton L6V 2P1
416-457-7050

Sprucedale Youth Centre
660 Ireland Rd.
P. O. Box 606
Simcoe N3Y 4L8
519-426-3561

Vanier Centre for Women
205 McLaughlin Rd. S.
Box 1150
Brampton L6V 2M5
416-459-9100

Probation and Parole Offices

27 Victoria St. E., Ste. 208
P. O. Box 1329
Alliston L0M 1A0
705-435-4352

114 Worsley St.
Barrie L4M 1M1
705-726-6461

Brampton Centre
400 Queen St. W., Gr. Flr., Ste. 100
Brampton L6X 1B3
416-450-3744

Brampton East
155 Clark Blvd., Unit 15
Brampton L6T 4G6
416-450-3722

38 Darling Court, Third Level, Ste. 306
Brantford N3T 6A8
519-752-6505

440 Elizabeth St.
Burlington L7R 2M1
416-637-3457

45 Munsee St.
Cayuga N0A 1E0
416-772-3565

150 St. Paul St.
Collingwood L9Y 3P2
705-445-3110

232 Guelph St., Ste. 205
P. O. Box 160
Georgetown L7G 4Y5
416-877-2268

1945 King St. E., Main Flr.
Hamilton L8K 1W2
416-549-9977

Ontario Government Bldg.
119 King St. W., Ste. 104
Box 212
Hamilton L8N 3Z9
416-521-7527

Mountain Office
1030 Upper James St.
Hamilton L9C 6X6
416-387-5453

213 Queensway S.
Keswick L4P 2A3
416-478-4140

305 Midland Ave., Gr. Flr.
Midland L4R 3K5
705-526-3715

55 Ontario St., 2nd Flr.
Milton Mall
Milton L9T 2M3
416-878-7259

470 Hensall Circle, Upper Level
Mississauga L5A 3V4
416-276-2117

424 Hensall Circle, Ste. 105
Mississauga L5A 1X8
416-848-6161

92 Davis Dr., Ste. 209
Newmarket L3Y 2N1
416-898-6511

4627 St. Clair Ave.
P. O. Box 201
Niagara Falls L2E 6T3
416-356-1507

344 Lakeshore Rd. E., 2nd Flr., Ste. C
Oakville L6V 5B1
416-845-8571

70 First St., Ste. 202
Orangeville L9W 2E5
519-941-4622

19 Front St. N.
Orillia L3V 4R6
705-325-9508

57 Simcoe St. S.
Oshawa L1H 4G4
416-579-6500

40 King St. W., Ste. 610
Oshawa L1H 1A4
416-571-3774

The Pickering Corporate Centre
1305 Pickering Mall Parkway, Ste. 416
Pickering L1V 3P2
416-831-2600

55 King St., 5th Flr., Ste. 504
St. Catharines L2R 3H5
416-685-1318

530 Queensway W.
P. O. Box 736
Simcoe N3Y 4T2
519-426-4250

8185 Yonge St., Ste. 212
Thornhill L3T 2C6
416-731-3061

76 Division St., Ste. 206
Welland L3B 3Z7
416-735-1660

WESTERN REGION

Regional Office
80 Dundas St., 1st Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-679-1760

Institutions

Chatham Jail
17 Seventh St.
Chatham N7M 4J9
519-352-0150

Camp Dufferin (for Young Offenders)
R R #2
Lisle L0M 1M0
705-424-1520

Elgin-Middlesex Detention Centre
711 Exeter Rd.
London N6E 1L3
519-686-1922

Guelph Correctional Centre
785 York Rd.
Box 3600
Guelph N1H 6P3
519-822-0020

Owen Sound Jail
1237 Third Ave. E.
Box 517
Owen Sound N4K 5R1
519-376-0435

Sarnia Jail
700 North Christina St.
Sarnia N7V 3C2
519-337-3261

Stratford Jail
30 St. Andrews St.
Stratford N5A 1A3
519-271-2180

Walkerton Jail
209 Caley St.
Box 429
Walkerton N0G 2V0
519-881-3442

Waterloo Detention Centre
182 Hespeler Rd.
Box 307
Cambridge N1R 5V2
519-621-9710

Wellington Detention Centre
588 Stone Rd. E.
Box 870
Guelph N1H 6M6
519-837-2400

Windsor Jail
378 Brock St.
Box 38
Windsor N9C 3Y6
519-254-2891

Bluewater Centre for Young Offenders
Hwy. 21 S.
Box 71
Goderich N7A 3X8
519-524-2107

Probation and Parole Offices

Cambridge Place, Unit 21
73 Water St. N.
Cambridge N1R 7L6
519-621-5760

26 Fifth St. S., 2nd Flr., Ste. 209
Chatham N7M 4V5
519-352-1234

Court House
Goderich N7A 1M2
519-524-2193

36 Wyndham St. S.
Guelph N1H 7J5
519-836-2600

450 Frederick St., Ste. 302
Kitchener N2H 2P5
519-576-1900

Selkirk House
18 Selkirk Ave.
Leamington N8H 1G3
519-326-5531

80 Dundas St., 1st Flr.
Box 5600, Terminal "A"
London N6A 2P3
519-679-7120

1730 Dundas St., 2nd Flr.
London N5W 3E2
519-452-3650

1131 Second Ave. E., Ste. 105
Owen Sound N4K 5J1
519-376-2236

145 Curtis St.
St. Thomas N5P 3Z7
519-631-3430

700 North Christina St.
Sarnia N7V 3C2
519-337-7397

100 Erie St.
Stratford N5A 2M4
519-271-5220

12 Colborne St. S.
P. O. Box 404
Walkerton N0G 2V0
519-881-0760

880 Ouellette Ave., Ste. 506
Windsor N9A 1C7
519-254-3291

40 Wellington St. N.
Woodstock N4S 6P3
519-539-8175

EASTERN REGION

Regional Office
1055 Princess St., Ste. 404
Kingston K7L 1H3
613-545-4580

Institutions

Brockville Jail
Court House Sq.
Box 285
Brockville K6V 5V5
613-342-1456

Cobourg Jail
77 Albert St.
Cobourg K9A 2P9
613-372-2125

Cornwall Jail
7 Water St. W.
Box 1418
Cornwall K6H 5V5
613-932-5720

Lindsay Jail
50 Victoria Ave. N.
Lindsay K9V 4G3
705-324-3792

L'Orignal Jail
1023 Queen St.
Box 345
L'Orignal K0B 1K0
613-675-4644

Millbrook Correctional Centre
King St. W.
Box 300
Millbrook K0A 1G0
705-932-2624

Ottawa-Carleton Detention Centre
2244 Innes Rd.
Ottawa K1B 4C4
613-824-6080

Pembroke Jail
297 Pembroke St. E.
Pembroke K8A 3K2
613-735-0647

Perth Jail
62 Beckwith St.
Box 144
Perth K7H 3E3
613-267-4303

Peterborough Jail
Sheridan & Brock Sts.
Box 1480
Peterborough K9J 7H7
705-743-7331

Quinte Detention Centre
89 Richmond Blvd.
Postal Bag 3060
Napanee K7R 3S1
613-354-9701

Rideau Correctional Centre
County Rd. 2
Box 100
Burritts Rapids K0G 1B0
613-269-4771

Probation and Parole Offices

1 Valleyview Dr.
Box 1852
Bancroft K0L 1C0
613-332-4040

180 Front St.
Belleville K8N 2Y7
613-968-5737

75 Water St. W.
Brockville K6V 3L7
613-345-3061

Victoria Hall
55 King St. W.
Cobourg K9A 2M2
416-372-9473

502 Pitt St., Rm. 201
Cornwall K6J 3R5
613-933-6335

165 Bay St.
P. O. Box 729B
Embrun K0A 1W0
613-443-2029

162 Division St.
Kingston K7L 3M6
613-548-6777

322 Kent St. W.
P. O. Box 7000
Lindsay K9V 5E5
705-324-5621

Counties Bldg., 2nd Flr.
Court St.
Box 309
L'Orignal K0B 1K0
613-675-4630

41 Dundas St. W.
Napanee K7R 1Z5
613-354-2125

400 Cumberland St., 1st Flr.
Ottawa K1N 8X3
613-566-3811

1150 Morrison Dr., 1st Flr.
Ottawa K2H 8S9
613-820-9460

2244 Innes Rd.
Gloucester K1B 4C4
613-837-6586

100 Pembroke St. E.
Pembroke K8A 8A3
613-735-6809

223 Aylmer St. N., Ste. 2
Peterborough K9J 3K3
705-743-2661

c/o Prince Edward Corrections
Advisory Board
263 Main St.
Picton K0K 2T0
613-476-3033

Champlain St.
Box 149
Plantagenet K0B 1L0
613-673-5113

38 Walton St., Ste. 2
Port Hope L1A 1N1
416-885-4581

13 Russell St. E.
Smiths Falls K7A 1E7
613-283-5663

80 Division St.
Trenton K8V 5S5
613-392-6549

NORTHERN REGION

Regional Office
199 Larch St., 9th Flr.
Sudbury P3E 5P9
705-675-4321

Institutions

Fort Frances Jail
310 Nelson St.
Box 189
Fort Frances P9A 3M6
807-274-7708

Haileybury Jail
407 Main St.
Box 578
Haileybury P0J 1K0
705-672-3701

Kenora Jail
1430 River St.
Kenora P9N 1K5
807-468-3168

Monteith Complex
Junction Hwy. 11 & 577
Box 90
Monteith P0K 1P0
705-232-4092

North Bay Jail
2550 Trout Lake Rd.
Box 354
North Bay P1B 7S7
705-472-8115

Parry Sound Jail
91-A James St.
Box 166
Parry Sound P2A 2X3
705-746-5631

Sault Ste. Marie Jail
145 McNabb St.
Box 340
Sault Ste. Marie P6A 5L8
705-254-6817

Cecil Facer Youth Centre
Box 850
Sudbury P3E 4S3
705-522-1250

Sudbury Jail
181 Elm St. W.
Sudbury P3C 1T8
705-675-4150

Thunder Bay Correctional Centre
Hwy 61 S.
Box 1900, Station "F"
Thunder Bay P7C 4Y4
807-475-8401

Thunder Bay Jail
285 McDougall St.
Box 2806
Thunder Bay P7B 5G3
807-345-7364

Probation and Parole Offices

120 Marks St.
P. O. Box 988
Atikokan P0T 1C0
807-597-6212

Riverside Inn, Ste. 2
P. O. Box 1872
Bracebridge P0B 1C0
705-645-8768

Birch & Lorne Sts.
Federal Bldg.
P. O. Box 149
Chapleau P0M 1K0
705-864-1230

District Court House
P. O. Box 1119
Cochrane P0L 1C0
705-272-4348

Ontario Government Bldg.
Government Rd., 1st Flr.
P. O. Box 787
Dryden P8N 2Z4
807-223-3356

15 Charles Walk
Elliot Lake P5A 2A2
705-848-7091

71 Centre St.
Espanola P0P 1C0
705-869-2882

340 Scott St.
Fort Frances P9A 1G9
807-274-7743

305 Main St.
P. O. Box 1119
Geraldton P0T 1M0
807-854-1774

District Court House
P. O. Box 624
Haileybury P0J 1K0
705-672-3397

P. O. Box 2349
Hearst P0L 1N0
705-362-7779

15 Main St., 2nd Flr.
P. O. Box 1612
Huntsville P0A 1K0
705-789-5721

253 Main St.
P. O. Box 908
Iroquois Falls P0K 1G0
705-232-5111

46 Queen St.
P. O. Box 295
Kapuskasing P5N 2Y4
705-335-6116

136 Main St. S., 2nd Flr.
Kenora P9N 1S9
807-468-3348

6 Tweedsmuir Ave., 3rd Flr.
Kirkland Lake P2N 1H9
705-567-9396

1 Arthur St.
P. O. Box 189
Manitowaning P0P 1N0
705-859-3184

P. O. Box 487
Moosonee P0L 1Y0
705-336-2270

64 Front St.
P. O. Box 759
Nipigon P0T 2J0
807-887-2125

581 Fraser St.
North Bay P1B 3X3
705-474-4170

3 Beechwood Dr.
Parry Sound P2A 1Z1
705-746-5809

P. O. Box 845
Red Lake P0V 2M0
807-727-2846

477 Queen St. E.
P. O. Box 115
Sault Ste. Marie P6A 5L2
705-253-1182

199 Larch St., 4th Flr.
Sudbury P3E 5P9
705-675-4314

217 Holditch St.
P. O. Box 338
Sturgeon Falls P0H 2G0
705-753-1282

107 Johnson Ave., 2nd Flr.
Thunder Bay P7B 2V9
807-344-5816

106 North Cumberland St., 2nd Flr.
Thunder Bay P7A 4M2
807-345-3309

101 Mall, Ste. 139
38 Pine St. N.
Timmins P4N 6K6
705-264-5218

OFFENDER PROGRAMMING BRANCH CORRECTIONS 14
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3546

The branch coordinates and provides consultation and support services for program development and implementation within **correctional institutions**. Activities are monitored in the following areas: medical, nursing, psychology, social work, dentistry, pharmacy, recreation, food services, industries, self sufficiency, energy management, education, volunteers, chaplaincy, library, young offenders in secure custody and detention, inmate and young offenders classification and transfer, temporary absence programs, and institutional procedures.

Clients include **inmates** of the Ministry's correctional institutions and young offender secure custody and detention facilities.

The branch's five operational sections are listed under the Operations Division entry and include: Health Care Services; Industrial Programming; Program Development and Implementation; Support and Coordination; and Policy Coordination.

VOLUNTEER SERVICES CORRECTIONS 15
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3395

Volunteer Services is a resource for the Ministry's volunteer coordinators across the province who recruit, screen, train and supervise **volunteers** involved in correctional programs. Opportunities for volunteer participation exist in all geographic areas of the Province.

HEALTH CARE SERVICES CORRECTIONS 16
MEDICAL SERVICES
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3546

Medical Services ensures that all necessary **health** care services are available for persons placed in the care of the Ministry.

The **Psychiatric** Services component provides assessment and treatment of **offenders** who suffer from mental illnesses.

The division's five regional offices are listed under the Operations Division entry.

HEALTH CARE SERVICES — CORRECTIONS 17
NURSING SERVICES
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3546

This section provides **nursing** service to all **correctional institutions** in conjunction with the attending physician and other health professionals. Nurses act as the coordinators of the health care delivery system in the institutions.

The division's five regional offices are listed under the Operations Division entry.

HEALTH CARE SERVICES — CORRECTIONS 18
DENTISTRY SERVICES
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3546

Emergency and essential dental treatment is provided for all **offenders** in **correctional institutions**.

The division's five regional offices are listed under the Operations Division entry.

HEALTH CARE SERVICES — CORRECTIONS 19
PHARMACY SERVICES
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3546

Pharmacy Services ensures that **pharmaceutical** products are safely and properly maintained, and available upon prescription to persons in **correctional institutions** under the Ministry's supervision.

The division's five regional offices are listed under the Operations Division entry.

HEALTH CARE SERVICES — CORRECTIONS 20
FOOD SERVICES
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3546

Food Services provides a nutritionally adequate diet for **offenders** in all **correctional institutions**. Special diets for the treatment of illness and for the observance of religious dietary practices are available. Training in food service operation is also offered to inmates.

The division's five regional offices are listed under the Operations Division entry.

INDUSTRIAL PROGRAMMING UNIT — CORRECTIONS 21
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3366

Institutional industries provide work and on-the-job training for **inmates** in correctional centres. The manufactured products are used in **correctional institutions**, and also sold to other ministries or governments.

The division's five regional offices are listed under the Operations Division entry.

INDUSTRIAL PROGRAMMING UNIT CORRECTIONS 22
SELF-SUFFICIENCY PROGRAM
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3366

The Self-Sufficiency Program is responsible for projects in which **inmates** help produce **food** and other items to supply their own needs.

The division's five regional offices are listed under the Operations Division entry.

INDUSTRIAL PROGRAMMING UNIT CORRECTIONS 23
ENERGY MANAGEMENT
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3366

The Energy Management Program oversees the conservation of **energy** and the reduction of waste in **correctional institutions**.

The division's five regional offices are listed under the Operations Division entry.

LIBRARY SERVICES UNIT CORRECTIONS 24
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3481

This unit provides **library** services to **inmates** and staff throughout the Ministry. The library (basement level, 2001 Eglinton Ave. E.) operates the Ministry **reading room** which offers public access to Ministry publications, statutes, and some manuals and internal procedures used by the Ministry.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER CLASSIFCATION AND TRANSFER CORRECTIONS 25
185 Judson St., Bldg. "A"
Toronto M8Z 1A5
416-750-3380
(Phone No. effective until October 1, 1989)

This section is responsible for standards development and review, manual maintenance, draft responses, institutional procedures, direct service, and advice and consultation relating to offender classification and transfer. The section also coordinates the exchange of **offenders** with other jurisdictions.

COMMUNITY CORRECTIONS BRANCH CORRECTIONS 26
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3475

The branch coordinates and counsels field personnel on the development and implementation of community corrections programs for **adults** and **young offenders**. This includes the design and development of policies, standards and procedures for the programs.

The office also provides ongoing practical support and response services on corporate issues relating to community corrections. It coordinates the delivery of Native services, multicultural programs and family violence initiatives.

COMMUNITY CORRECTIONS BRANCH — CORRECTIONS 27
PROBATION AND COMMUNITY SERVICES SECTION
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3475

The Probation and Community Services Section is responsible for the following programs: Probation, Parole, Alternative Measures, **Bail** Verification/Supervision, Community Service Orders (CSO), Drug/Alcohol, Driving While Impaired, Employment, Fine Option, Life Skills, Shoplifting Treatment, Multiculturalism, Native Service, Restitution, Victim Offender Reconciliation (VORP), and New Community Corrections Initiatives.

COMMUNITY CORRECTIONS BRANCH — CORRECTIONS 28
RESIDENTIAL SERVICES SECTION
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3475

The Residential Services Section is responsible for the following programs: Community Residential Agreements (CRAs); Community Residential Centres (Adult CRCs); Open Custody Detention Residences (Young Offenders); Family Violence Initiatives; Supportive Community Living; Band and Family Assisted Beds; Residential Standards, Policies and Procedures; Grants; and New Community Residential Initiatives.

OFFENDER EDUCATION AND TRAINING UNIT — CORRECTIONS 29
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3308

Educational programming for **inmates** in **correctional institutions** includes academic, technical, vocational and life skills courses. Basic reading and mathematics are provided, and **apprenticeship** and secondary school credits can be earned.

Boards of Education have been engaged to provide programming for **young offenders** aged 16 and 17 years who are the responsibility of the Ministry. The Boards also operate adult basic **education** activities (i.e., literacy and numeracy) in many jail and detention centre sites.

The division's five regional offices and the correctional institutions in each region are listed under the Operations Division entry.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). An agency of the Ministry of Correctional Services is listed below.

ONTARIO BOARD OF PAROLE — CORRECTIONS 30
2195 Yonge St., Ste. 201
Toronto M4S 2B1
416-963-0368

The Ontario Board of **Parole** has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole, is responsible for the overall administration of the Board. An Executive Vice Chairman and five Regional Vice Chairmen are responsible to the Chair for all Board decisions and for the total operation of the regions.

Ontario Board of Parole
Chair's Office
2195 Yonge St., Ste. 201
Toronto M4S 2B1
416-963-0368

Ontario Board of Parole
Central Region
2195 Yonge St., Ste. 204
Toronto M4S 2B1
416-963-0880

Ontario Board of Parole
West Central Region
35 Crawford Cres., Block D, Ste. 5
Campbellville L0P 1B0
416-854-2211

Ontario Parole Board
Eastern Region
1055 Princess St., Ste. 307
Kingston K7L 1H3
613-547-3461

Ontario Board of Parole
Western Region
785 York Rd.
P. O. Box 1716
Guelph N1H 6Z9
519-822-0482

Ontario Board of Parole
Northern Region
128 Larch St., Ste. 502
Sudbury P3E 5J8
705-675-4227

ACTS

ACTS CORRECTIONS 31

The Ministry of Correctional Services is responsible for the Act, as amended, listed below.

Ministry of Correctional Services Act

MINISTRY OF CULTURE AND COMMUNICATIONS

77 Bloor St. W.
Toronto M7A 2R9
Fax 416-965-0810

The Ministry of Culture and Communications was established in 1987 following a reorganization of the former ministries of Citizenship and Culture, and Transportation and Communications.

It promotes cultural expression and development and encourages heritage preservation. The Ministry supports a number of community and provincial cultural and historical facilities and institutions, and assists Ontario's commercial cultural interests. It delivers programs in libraries and community information services, heritage conservation and the arts, and supports a number of provincial cultural agencies.

The Ministry advocates Ontario's interests in the communications field. It also provides broadcasting, cable and telecommunications policy advice on issues affecting Ontario consumers, suppliers and manufacturers of communications systems and services.

A network of 14 regional offices assists in the delivery of the Ministry's programs, resources and services across the province.

DEPUTY MINISTER'S OFFICE

FRENCH LANGUAGE SERVICES — MCC 1

77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-965-2506

This office coordinates implementation of the government's French Language Services Act, 1986, within the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies.

It serves as a link between the francophone community and the ministries. The office of the coordinator also advises the ministries on ways to meet the needs of Ontario's francophone population.

SERVICES EN FRANÇAIS

Ce bureau met en oeuvre l'implantation de la Loi de 1986 sur les services en français auprès du ministère de la Culture et des Communications et du ministère des Affaires civiques, ainsi que leurs agences.

Il sert de lien entre la communauté francophone et le ministère. Le bureau du coordonnateur fait aussi des recommandations au ministère sur les moyens de répondre aux besoins de la population francophone de l'Ontario.

MARKETING AND INFORMATION SERVICES BRANCH — MCC 2

77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-965-0615
Fax 416-324-7061

The Marketing and Information Services Branch provides communications services and information in English and French to the Ministry of Culture and Communications and the Ministry of Citizenship. It establishes the ministries' communications policies and advises branches on communications strategies. The branch also provides consultative and developmental services to senior ministry staff regarding communications planning and production of communications materials. Activities include media liaison; event

coordination; answering public inquiries; production and distribution of publications, news releases, speeches and audio-visual materials; special promotions and marketing assistance to the ministries' agencies and client groups. The Media Production Unit reports to the Marketing and Information Services Branch and is described individually.

MARKETING AND INFORMATION SERVICES BRANCH — MCC 3
MEDIA PRODUCTION UNIT
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-965-6761

The Media Production Unit prepares copy for typesetting; creates design and camera-ready art for ministries' publications and audio-visual materials and arranges for their production. It also monitors the ministries' material to ensure consistency of style and quality.

FINANCE AND ADMINISTRATION DIVISION

LEGAL SERVICES BRANCH — MCC 4
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-5793

The branch provides legal services such as advice, contract preparation, and handling of real estate transactions for the Ministries of Culture and Communications, Citizenship, Tourism and Recreation and their agencies. It counsels the ministries, interprets statutes and regulations, and prepares and reviews proposed legislation, regulations and other legal documents.

MANAGEMENT SYSTEMS AND SERVICES BRANCH — MCC 5
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-965-7486

The Management Systems and Services Branch is responsible for systems development, operations and maintenance, records management and forms control (965-0665) for the Ministry of Culture and Communications and the Ministry of Citizenship. These services help the ministries' staff plan, develop, deliver and evaluate their programs. Systems development involves the definition, implementation and documentation of computerized and non-computerized information and administrative systems, as well as liaison with Ministry of Government Services' Computer and Telecommunications Services Division and system services in the private sector.

The branch provides central administrative services for the Ministries, including purchase of goods and services, supply management, printing, duplicating, mail and transportation services, assets management and maintenance of policy and procedures manuals (e.g. Management Board Directives and Guidelines). In cooperation with the Ministry of Government Services, it coordinates common services such as telephones, acquisition and design of office accomodation and purchasing of frequently used supplies.

The branch is also responsible for coordinating all activites relating to **Freedom of Information** and Protection of Individual Privacy legislation for the Ministry of Culture and Communications, the Ministry of Citizenship and their designated Schedule 1 agencies.

MANAGEMENT SYSTEMS AND SERVICES BRANCH — MCC 6
LIBRARY/RESOURCE CENTRE
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-965-6763
416-963-2914 (A-V line)

The Resource Centre and **Library** maintain an up-to-date collection of books, pamphlets, **films**, video **tapes** and teaching materials which are available to all staff of the Ministry of Culture and Communications, the Ministry of Citizenship, and the Ministry of Tourism and Recreation, and to any community organization involved in multicultural, **(ESL) English as a Second Language**, **cultural** or recreational programs. Topics include **community development**, **multiculturalism**, informal **education, language** training, **recreation, leisure, retirement planning, human relations, prejudice**, **theatre, arts** and **crafts, Native peoples, disability, librarianship** and **volunteers**. Staff can assist in finding materials. The Resource Centre operates the Ministry **reading room** which provides public access to the Ministries' publications, statutes, regulations, and most manuals and internal procedures used by the Ministries. In Toronto, contact the Resource Centre; other areas contact regional offices listed under Regional Services, Ministry of Culture and Communications or Ministry of Tourism and Recreation.

HUMAN RESOURCES BRANCH — MCC 7
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-0225
Fax 416-965-0810

The Human Resources Branch performs personnel functions for the Ministry of Culture and Communications and the Ministry of Citizenship, working mainly in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, an **Employment Equity Program**, occupational health and safety, establishment of employee classification and compensation levels, staff recruitment, human resource planning, training and development, employee counselling, investigation of employee grievances and all matters affecting working conditions and performance. The branch also maintains the personnel, payroll and employee benefit records.

FINANCE BRANCH — MCC 8
77 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-965-3649

The Finance Branch provides the Ministry of Culture and Communications and the Ministry of Citizenship with financial management and accounting services. Branch functions include: supporting program managers in budget preparation, financial analysis, management by results and program evaluation; liaising with central agencies, other ministries and the Provincial Auditor; processing all financial transactions and relevant statistical data, including the pre-audit and recording of all expenditures and revenues; preparing financial reports for management information. The branch establishes the ministries' accounting and financial policy.

INTERNAL AUDIT BRANCH — MCC 9
101 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-965-1675

The Internal Audit Branch carries out an independent and objective review and evaluation of financial and management systems and controls. This assists the Deputy Ministers

and management of the Ministry of Culture and Communications and the Ministry of Citizenship in effectively discharging their responsibilities.

REGIONAL SERVICES MCC 10
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-9128

Staff of Regional Services offices throughout the Province encourage and develop increased opportunities for public involvement in **cultural, multicultural** and **citizenship** activities for Ontarians. Consultants work with municipalities, community groups and organizations to identify and provide access to appropriate resources. Functions of Regional Services include provision of information and delivery of the Ministry of Culture and Communications and the Ministry of Citizenship programs and services at the community and regional levels.

Regional Services also collects and assesses data, clarifies issues and provides innovative and effective program strategies to ensure relevancy of the Ministries' programs, in cooperation with the Ministries' program divisions.

Consultants administer the Ministries' **grants** to groups and organizations for community projects, the **Community Facilities Improvement Program, heritage** and **historical** programs, public **libraries, museums**, multicultural service programs, leadership, **volunteer** and organization development programs, intercultural development, reception, orientation, **English as a Second Language**, training for **immigrants**, community information centres, **youth employment** program, special projects and community **arts** development (Ontario Arts Council).

Regional Services Consultants can be reached at the following offices:

CENTRAL REGION

Regional Office
10 St. Mary St., 2nd Flr.
Toronto M7A 2R9
416-965-6597

114 Worsley St.
Barrie L4M 1M1
705-737-0543
If long distance dial
1-800-461-4308

EASTERN REGION

Regional Office
1 Nicholas St., Rm. 612
Ottawa K1N 7B7
613-566-3728
Fax 613-566-2703
If long distance dial
1-800-267-1910

280 Pinnacle St., Ste. 3
Belleville K8N 3B1
613-968-3474
Fax 613-968-6690
If long distance dial
1-800-267-0573

NORTHERN REGION

Regional Office
10 Elm St. E., 4th Flr.
Sudbury P3C 5N3
705-675-4383
Fax 705-675-7735
If long distance dial
1-800-461-4025

479 Government Rd., Box 3000
Dryden P8N 3B3
807-223-3331

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-759-8652
If long distance dial
1-800-461-7284

Ontario Government Bldg.
1825 Arthur St. E.
Thunder Bay P7E 5N7
807-475-1348
If long distance dial
1-800-465-6856

22 Wilcox St., 2nd Flr.
Timmins P4N 3K6
705-267-8018
If long distance ask
Operator for Zenith 98991

WESTERN REGION

Regional Office
119 King St. W., 8th Flr.
Box 2112
Hamilton L8N 3Z9
416-521-7229
Fax 416-521-7613
If long distance dial
1-800-263-8514

30 Duke St. W., 4th Flr.
Kitchener N2H 3W5
519-578-8200
If long distance dial
1-800-265-2189

255 Dufferin Ave., 6th Flr.
London N6A 5K6
519-679-7146
If long distance dial
1-800-265-4731

15 Church St., Ste. 406
St. Catharines L2R 3B5
416-685-7397
Fax 416-684-9855
If long distance dial
1-800-263-5411

221 Mill St., 6th Flr.
Windsor N9C 2R1
519-256-5486
If long distance dial
1-800-265-5668

REGIONAL SERVICES TECHNICAL UNIT — MCC 11
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-0322

The Technical Unit provides consultation on planning studies and technical advice to the Ministry of Culture and Communications and the Ministry of Citizenship consultants and clients (municipalities and incorporated non-profit organizations and community groups) on the development and operation of **cultural** and **multicultural** facilities. It reviews construction management of capital projects in the Ministries' agencies and major grant recipients. The unit also offers publications and training workshops on planning and design issues.

For information about the Ministries' programs and services, contact field offices listed under Regional Services, Ministry of Culture and Communications.

CULTURE DIVISION

CULTURAL INDUSTRIES AND AGENCIES BRANCH — MCC 12
BOOK PUBLISHING PROGRAM
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-965-6487
Fax 416-965-8622

The Cultural Industries and Agencies Branch is composed of two sections: the Cultural Agencies Section and the Cultural Industries Section. The branch manages the **Canada-Ontario Cultural Development Program** (ERDA).

The Cultural Agencies Section is responsible for fiscal, policy and program liaison with the cultural agencies and institutions.

The Cultural Industries Section is concerned with the development of policies and support programs that will encourage the continued growth and financial stability of Ontario's cultural industries.

The Ontario **Book Publishers Assistance Program** is administered jointly by the **Ontario Development Corporation** and the Cultural Industries and Agencies Branch, and is designed to support the production and sale of Canadian authored **books** and increase the market share of Canadian-owned **publishing** companies.

ARTS BRANCH MCC 13
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-6256

The Arts Branch develops policies and programs to encourage excellence in the **arts** and wider participation in arts activities; provides operating **grants** to provincial arts service organizations, and certain arts training institutions; and coordinates the Ministry of Culture and Communications **Project Grants (Arts)**. The Arts Abroad and Ontario-Quebec Commission for Cooperation programs are described separately. For information, contact the main office or regional offices listed under Regional Services, Ministry of Culture and Communications.

ARTS BRANCH MCC 14
ARTS ABROAD
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-6509

This office provides information and/or **grants** to cultural organizations involved in interprovincial or international **cultural exchanges**. Criteria for assessment include public accessibility, community support, **artistic** excellence, financial accountability of group and the "special" versus on-going nature of the project. The level of funding will be determined on a competitive, juried basis. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the **Ontario-Quebec Commission for Cooperation**. Information and/or support may be provided to cultural exchange projects involving the province of Jiangsu, the People's Republic of China, under the auspices of the Ontario-Jiangsu Cultural Exchange Agreement.

LIBRARIES AND COMMUNITY INFORMATION BRANCH MCC 15
PUBLIC LIBRARY SERVICE UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696

The Public Library Service Unit administers the Public Libraries Act, 1984. This unit provides assistance to library boards, **municipalities** and to **Indian Band Councils** in the establishment, organization and management of county libraries, **public libraries** and Ontario Library Services areas. It also supports library boards in the development and delivery of **french-language, native** and **multicultural** library and literacy services and resources for **children, young people, seniors** and the **disabled**. The **Writers-in-Libraries Program** and the **Trillium Book Award**/Prix Trillium are administered by this unit. It also encourages library use throughout Ontario; develops and analyzes policy proposals with reference to library operations and their funding; and develops and implements policy decisions.

LIBRARIES AND COMMUNITY INFORMATION BRANCH
ONTARIO LIBRARY SERVICE UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696 MCC 16

The Ontario Library Service Unit is responsible for delivering programs and services, on behalf of the Ministry, to the Ontario Library Service areas established under the Public Libraries Act, 1984.

LIBRARIES AND COMMUNITY INFORMATION BRANCH
TECHNICAL DEVELOPMENT UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696 MCC 17

The Technical Development Unit offers a range of advisory services in the use of **computers** and **telecommunications** to facilitate communication and cooperation between **libraries**. It participates in library planning activities, prepares feasibility studies, evaluates computer-based systems and provides consultative and financial services in areas of automation, networking and technology. The unit supports **OPLIN**, the **Ontario Public Library Information Network**.

LIBRARIES AND COMMUNITY INFORMATION BRANCH
PLANNING EVALUATION AND GRANTS ADMINISTRATION UNIT
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-2696 MCC 18

The Planning Evaluation and Grants Administration Unit is responsible for the delivery of the following programs: Community Information Services, Community Facilities Improvement Program (CFIP), Community Project Grants.

The Community Information Services program provides operating **grants** to eligible community information centres (**CICs**).

The Community Facilities Improvement Program (CFIP) is a capital funding program enabling communities to develop facilities for the delivery of efficient public library service.

Community Project Grants support library boards in the delivery of special library programs.

HERITAGE BRANCH MCC 19
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9

The Heritage Branch is comprised of three sections which are described individually: Heritage Programs (416-965-4021); Financial Services and Policy Development (416-965-8874); and Heritage Administration (416-965-5727). For information, contact the sections or regional offices listed under Regional Services, Ministry of Culture and Communications, or the Archaeological Field Offices.

HERITAGE BRANCH MCC 20
HERITAGE PROGRAMS SECTION
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-4021

The Heritage Programs Section endeavours to increase public participation in the development of Ontario's heritage resources. It administers the **Ontario Heritage Foundation (OHF) grants** and initiatives, provides financial assistance and consultative services to provincial heritage organizations and assists with local/regional historical projects, museum development, **architectural conservation**, **archaeological** research and natural **heritage** preservation. The section is comprised of five Units.

The Community Museums and Heritage Organizations Unit (965-3937) provides financial support and professional advice to community historical groups and **museums**. It also offers an artifact conservation service for museum collections; liaises with the federal government regarding granting/assistance programs for the museum community; and provides professional advice to individuals, special interest groups and educators on museological matters.

The Historical Resources Unit (965-4021) provides financial support and professional advice to individuals, and local, regional and provincial historical organizations. It liaises with and provides operating support to the Ontario Historical Studies Series and the Multicultural History Society of Ontario. The unit also provides staff support to The Ontario Heritage Foundation for the administration of its research, publication and festival granting programs; operation of the provincial **historical plaquing** program; and the implementation of special historical initiatives.

The Architecture and Heritage Planning Unit (965-4961) advises other provincial government ministries, municipalities, **Local Architectural Conservation Advisory Committees (LACACs)**, other heritage organizations, and the private sector on heritage conservation and planning, and provides technical assistance and advice on conservation practices and techniques. The unit also administers and advises the Ontario Heritage Foundation on its architectural conservation grants, and administers the Ministry's **Preserving Ontario's Architecture Program, Ontario Heritage Properties Program** and **Ontario Heritage Bridge Program**.

The Archaeology Unit (965-4490) offers OHF grants and advice to aid archaeological research and preservation. Its staff assists the Ontario Heritage Foundation with archaeological licences, site designations and stop orders. The unit maintains an archaeological **sites** database. The six offices aid local archaeological preservation and programs through: The **Community Facilities Improvement Program (CFIP)**; archaeology grants to municipalities, Indian Bands, and local groups; and advice on archaeological resource management.

The Natural Heritage Unit (965-8199) assists and facilitates the protection of natural heritage areas through partnerships with other public and private agencies and individuals. Private stewardship of natural features is encouraged as an alternative to public acquisition. The unit offers OHF grants and loans for projects involving the identification, protection and management of natural areas.

Archaeological Field Offices

207 First St. S., P. O. Box 2880
Kenora P9N 3X8
807-468-8928
(Northwestern)

55 Centre St.
London N6J 1T4
519-433-8401
(Southwestern)

1825 East Arthur St.
Thunder Bay "F" P7E 5N7
807-475-1551
(North Central)

1 Nicholas St., Ste. 1105
Ottawa K1N 7B7
613-566-3731
(Eastern)

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 2A7
705-253-2625
(Northeastern)

77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-8258
(South Central)

HERITAGE BRANCH MCC 21
FINANCIAL SERVICES AND POLICY
DEVELOPMENT SECTION
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-8874

The Financial Services and Policy Development Section serves the branch and the Ontario Heritage Foundation. The section is responsible for financial planning, budgeting, and reporting, as well as coordination, review, and analysis of policy/legislation related to the mandate, objectives and activities of both the Heritage Branch and the Ontario Heritage Foundation.

HERITAGE BRANCH MCC 22
HERITAGE ADMINISTRATION SECTION
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-5727

This section provides administrative and technical services to the branch and the **Ontario Heritage Foundation**. The Ontario Heritage Foundation seeks to preserve, protect and promote cultural, historical and natural heritage in Ontario for the enjoyment and benefit of present and future generations. Section staff support the Foundation by reviewing and planning for properties offered for Foundation ownership; restoring, managing, promoting and educating the public about the heritage structures owned by the Foundation, including the **Elgin/Winter Garden Theatre** complex; managing owned natural heritage properties; providing collection management and custodial arrangements for the display of cultural property (art and artifacts); negotiating and monitoring heritage **easement** agreements and administering the Foundation's Niagara Escarpment Program. The **Niagara Escarpment Plan** involves inter-ministry coordination and cooperation in the delivery of a 10-year program of land acquisition and public education.

ARCHIVES OF ONTARIO MCC 23
77 Grenville St.
Toronto M7A 2R9
416-965-4030
Fax 416-324-3600
Toll-free 1-800-387-4753

The Archives of Ontario which administers the Archives Act, acquires significant unpublished **documents** to preserve Ontario's **historical heritage** and to retain information of long-term operational value to government ministries. It also obtains important non-current records from Ontario government agencies through statutory control, and important historical **manuscripts, maps, pictures, photographs**, early **newspapers, audio-visual** archives, etc., from other sources through donation or purchase. The Archives of Ontario maintains a conservation **laboratory** for document restoration of Archives' holdings and operates a **library** (965-4039) and public **reading room** for historical, administrative, legal or other **research**. It welcomes information on the location of historical material. The Archives has published **A Guide to the Holdings of the Archives of Ontario**, 2 vols. (1986).

Archives' staff also offer advice and assistance to ministries and government agencies on cost-efficient **records management**, including **forms control, microrecording**, correspondence and reports. Records management training courses are coordinated for ministries and government agencies (for information call 965-2187).

COMMUNICATIONS DIVISION

COMMUNICATIONS DIVISION MCC 24
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4634
Fax 416-235-4848

The Communications Division provides policy, operational and technical advice on issues affecting Ontario consumers, suppliers and manufacturers of telecommunications systems and service. Activities include policy development, representations/interventions before the federal government and CRTC, research, technology assessments, and industry and federal-provincial liaison on **communications** matters. Division **publications** include the Ontario Communications News, the Ontario Communications Handbook and a wide range of technical reports on communications matters.

OPERATIONS AND TECHNOLOGY OFFICE MCC 25
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4640

This office improves **communications** service by promoting the application of new **technology** in telecommunications, transportation and other sectors, both public and private, through operational and technical assessments, advice and/or demonstration projects.

BROADCASTING AND CABLE BRANCH MCC 26
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4634

The Broadcasting and Cable Branch actively promotes policies, positions and activities relating to the broadcasting and cable interests of Ontario's residents and industries, through **research**, investigations and presentations to the Canadian Radio-Television and

Telecommunications Commission (CRTC) and the federal government. The branch also fosters economic growth in broadcasting, cable and related industries.

The Cable Office (235-4650) represents Ontario's interests concerning cable **television** services and other non-broadcast delivery **technologies**. The office identifies and evaluates regulatory issues, and develops and recommends policies and positions to the CRTC and the federal government.

The Broadcasting Office (235-4645) represents the interests of Ontario in **broadcasting** by examining regulatory issues and recommending policies and positions to the CRTC and the federal government.

TELECOMMUNICATIONS BRANCH MCC 27
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4634

This branch promotes policies, positions and activities relating to the **telecommunications** interests of Ontario's residents and industries through **research** and presentations to the **Canadian Radio-Television and Telecommunications Commission (CRTC)** and the federal government. The branch also encourages economic growth in the telecommunications sector.

The Telecommunications Policy Office (235-4655) makes recommendations on telecommunications policies and positions, including representations to the federal Department of Communications (DOC) to influence federal policy. The office also advises the Lieutenant Governor-in-Council on policy direction for the **Ontario Telephone Service Commission (OTSC)**.

The Regulatory Matters Office (235-4661) identifies and evaluates telecommunications regulatory issues. It makes recommendations to the CRTC to promote access to services at reasonable rates and provide efficient communications networks and economic growth.

The Telecommunications Industry Development Office (235-4667) provides industry analysis in the telecommunications sector to the Ministry, and assists with the economic growth of **industry**.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Culture and Communications agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

ART GALLERY OF ONTARIO MCC 28
317 Dundas St. W.
Toronto M5T 1G4
416-977-0414
Fax 416-979-6646

The Art Gallery of Ontario has a permanent collection of over 10,000 works representing Canadian and international historical, modern and contemporary **art**, including the largest international public collection of works by Henry Moore. Visitors may also **tour** The **Grange**, a restored historic house adjoining the Gallery. The AGO offers a variety of activities such as tours, lectures, performances, **films**, as well as educational programs for all ages. The Gallery operates an extensive outreach program of travelling **exhibitions**, artists' workshops and **speakers' service** to communities throughout Ontario and Canada. Other services provided by the AGO include art rental and sales, **book** shop, **audio-visual** centre, art reference **library**, restaurant and gift shop. The AGO is open daily from Vic-

toria Day to Labour Day, and Tuesday through Sunday during the fall and winter months. Free general admission on Wednesdays from 5:30-9:00 pm. Free admission for Seniors on Fridays. The Gallery is accessible to wheelchairs.

CJRT-FM INC. MCC 29
297 Victoria St.
Toronto M5B 1W1
416-595-0404
Fax 416-595-9413

CJRT-FM provides a listener supported, non-commercial educational and cultural radio broadcast service for Ontario. It broadcasts 19 hours a day, seven days a week. Programming focusses on classical, jazz, and folk **music** and a number of innovative information and participation programs on the **arts**. CJRT-FM also offers **credit courses** through its Open **College** program that attracts over 50,000 listeners per week.

Through a cooperative arrangement with TVOntario to broadcast via the Anik-C satellite and through distribution agreements with many local cable companies, CJRT is expanding its broadcasting radius throughout Ontario.

CONSERVATION REVIEW BOARD MCC 30
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-1432

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for **historical** or **architectural conservation**. The Board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

ONTARIO ARTS COUNCIL MCC 31
151 Bloor St. W., 5th Flr.
Toronto M5S 1T6
416-961-1660
Fax 416-961-7796

The Ontario Arts Council provides financial assistance and consultation services to encourage the development of the arts in Ontario. It provides **grants** to professional **arts** organizations and **artists** through its eleven discipline offices. These offices focus on: arts/-education, community arts development, **dance**, **film/photography**/video, literature, music, touring, **theatre**, visual arts, multicultural arts, and **Franco-Ontarian** arts. The OAC uses over 90 grant programs to contribute to the cultural development of Ontario and its artists.

In addition to the awarding of grants, the OAC is involved with a variety of programs to develop local and regional arts resources. The Council also administers endowment funds.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY MCC 32
TVONTARIO
P. O. Box 200, Station Q
Toronto M4T 2T1
416-484-2700
Toll-free 1-800-268-8840
Fax 416-484-2725 or 484-2867

The Ontario Educational Communications Authority (**TV Ontario**) is a television network dedicated to **educational** broadcasting. TVO produces and distributes learning resources, in English and **French**, to the people of Ontario via broadcast **television** and other related media. A percentage of 96.1 Ontarians now have access to TVOntario's English network through a combination of high, medium and low-power transmitters and carriage by cable systems throughout the province. TVO's French network, "la chaine française", is available through cable to 73% of the Ontario population. To supplement its educational series for schools, TVO also produces written material and teaching aids. Schedules and program information are available upon request.

ONTARIO FILM DEVELOPMENT CORPORATION MCC 33
81 Wellesley St. E.
Toronto M4Y 1H6
416-965-8393
Fax 416-965-0329

The Ontario Film Development Corporation was established in 1986 to stimulate employment, investment and growth in the Canadian motion picture industry based in Ontario. Its mandate is to provide increased opportunities for Ontario-based Canadian producers, production companies, distributors and filmmakers in the areas of development, production, distribution and marketing. The **OFDC** helps stimulate the Ontario **film** and television industry by offering support in the form of investments, **loans** and **grants**. The Corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

An investment rebate program, **Ontario Film Investment Program** (OFIP), provides grants to private sector investors in certified films.

ONTARIO HERITAGE FOUNDATION MCC 34
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-9504

The Ontario Heritage Foundation (**OHF**) advises the Minister of Culture and Communications on issuing **archaeological licences** and designating significant archaeological sites. **Grants** are provided to: stimulate innovative work in archaeology and help complete artifact analysis; encourage **conservation** of buildings possessing **historical** or **architectural** significance; and assist with the research and publication of **manuscripts** of local, regional or specialized interest. The foundation also undertakes public education programs, including the erection of historical **plaques** which recognize people, places, buildings and events of historical significance to the Province. Cultural and natural **heritage** properties, works of **art** and historical artifacts are acquired, usually by donation. For information, contact the main office or regional offices listed under Regional Services, Ministry of Culture and Communications.

ONTARIO HISTORICAL STUDIES SERIES MCC 35
Victoria University
73 Queen's Park Crescent
Toronto M5S 1K7
416-585-4586

The **Ontario Historical Studies Series (OHSS)** produces comprehensive, scholarly and readable books on the **historical** development of Ontario. The series of publications is divided into two parts: biographies of major premiers, and theme studies on aspects of Ontario's economic, social, political and cultural development. The OHSS is funded by the Ministry of Culture and Communications.

ONTARIO SCIENCE CENTRE MCC 36
770 Don Mills Rd.
Don Mills M3C 1T3
416-429-4100
Fax 416-429-2934

The Ontario Science Centre offers a large variety of programs designed to stimulate and inform the general public about **science** and **technology**.

The Centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative **exhibitions**, the Ontario Science Centre provides a wide range of **educational** programs for all ages including a travelling school presentation program called "Science on Wheels". The Science Centre has an extensive outreach program with special travelling exhibitions, such as the "Science Circus" and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada.

The Centre also houses the **Ontario Film Institute**, a **film** reference and information centre, which programs regular public screenings. The Centre is open 7 days a week and is wheelchair accessible. Admission is free for Seniors.

ONTARIO TELEPHONE SERVICE COMMISSION MCC 37
3625 Dufferin St., Ste. 200
Downsview M3K 1Z2
416-235-4950

Under the **Telephone Act**, the Ontario Telephone Service Commission **(OTSC)** regulates providers of telephone service within provincial jurisdiction. There are 30 telephone systems under the Commission's authority. Bell Canada is not included since it reports to the Canadian Radio-Television and Telecommunications Commission (CRTC).

ROYAL BOTANICAL GARDENS MCC 38
Box 399
Hamilton L8N 3H8
416-527-1158
Fax 416-577-0375

The Royal Botanical Gardens (RBG) is a major scientific and research institution located in the Hamilton/Burlington area. In its 2,000 acres, it encompasses formal outdoor **gardens**, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and **educational** programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. The RBG operates an active extension program of lectures and exhibitions across Ontario. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, gift shop, and dining facilities during the summer months.

The RBG is open to the public 7 days a week throughout the year. General admission to the outdoor gardens is free.

ROYAL ONTARIO MUSEUM MCC 39
100 Queen's Park
Toronto M5S 2C6
416-586-5549
Fax 416-586-5863

The Royal Ontario Museum (**ROM**), is the second largest **museum** in North America, with a collection of over six million items, representing the **arts**, **archaeology**, textiles, and natural **science**. Its Chinese and Far Eastern collection is one of the finest in the world. The facility also includes the **McLaughlin Planetarium**, the **Sigmund Samuel Building** featuring Canadian decorative arts and the **George R. Gardiner Museum** of Ceramic Art. The ROM offers a variety of activities such as guided **tours**, performances, lectures, **films**, as well as educational programs for all ages. Its extensive outreach services feature travelling **exhibits**, school programs and resource packages, and a **speakers' bureau**. Other services include specialized **libraries**, gift shops, and a cafe. The museum is open to the public 7 days a week. Free general admission on Thursdays 4:30-8:00 p.m. Free admission for Seniors on Tuesdays.

SCIENCE NORTH MCC 40
100 Ramsay Lake Rd.
Sudbury P3E 5S9
705-522-3701
Fax 416-522-4954

Science North provides a stimulating bilingual learning program involving people in the relationships between **science**, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and educational science programs based on six scientific spheres: astrosphere, atmosphere, biosphere, geosphere, humanosphere, and infosphere. Science North also operates the Path of Discovery bus tour and underground guided **tours** of the **Big Nickel Mine**. School groups participate extensively in the many programs available year-round at Science North. Other services include a rock cavern theatre for 3-D **films**, gift shop, "swap shop" and dining facilities. Open daily from May to October; open Tuesday through Sunday from October to May. For a recorded message giving general information on programs, admission costs and hours, call 705-522-3700. Science North is wheelchair accessible.

THE McMICHAEL CANADIAN ART COLLECTION MCC 41
Islington Ave.
Kleinburg L0J 1C0
416-893-1121
416-893-2588

Built of handhewn logs and fieldstone on the wooded banks of the beautiful Humber River, the McMichael Canadian Art Collection houses one of the most important collections of Canadian art in the world. While its focus is on the **Group of Seven** and their contemporaries, it also includes important holdings of Indian, Inuit and Metis **art**. The McMichael provides group **tours** and a wide range of educational programs for all ages. Visitors are also welcome to explore the 100 acres of private conservation land surrounding the gallery. Other services include a Gallery Shop and Restaurant.

The McMichael is open daily from May 1 to October 31, and from Tuesday through Sunday during the winter months. Free admission for Seniors on Wednesdays.

ACTS

ACTS MCC 42

The Ministry of Culture and Communications is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Archives Act
Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act, 1981
John Graves Simcoe Memorial Foundation Act, 1965
McMichael Canadian Collection Act
Ministry of Citizenship and Culture Act
Muskoka and Parry Sound Telephone Co. Ltd.
Acquisition Act, S.O. 1978, c.43.
Ontario Educational Communications Authority Act
Ontario Heritage Act
Ontario Telephone Development Corporation Act
Public Libraries Act, 1984
Royal Botanical Gardens Act, 1941, as amended
Royal Ontario Museum Act
Science North Act
Telephone Act

MINISTRY OF EDUCATION

900 Bay St., Mowat Block
Queen's Park, Toronto M7A 1L2

The Ministry of Education ensures the provision of elementary and secondary school education in Ontario, including correspondence courses, and schools for the deaf, the blind and the handicapped.

One of the oldest ministries in the Ontario Government, the Ministry of Education was established in February 1867. It is responsible for determining the general direction of education and policy in the elementary and secondary schools of the province. Other responsibilities include: providing broad guidelines for the curriculum of Ontario schools; approving the list of textbooks from which school boards make selections for schools; establishing requirements for student diplomas and certificates; setting requirements for and issuing teaching certificates; distributing funds allocated by the Legislature for assisting school boards with the costs of operating schools; making regulations to govern the school year and holidays of students, the organization of schools and the duties of teachers and school board officials.

ASSISTANT DEPUTY MINISTER — EDUC 1
FRENCH LANGUAGE EDUCATION
900 Bay St., Mowat Block, 22nd Flr.
Queen's Park, Toronto M7A 1L2
416-965-2190

The Assistant Deputy Minister, **French** Language Education advises the Minister and the Deputy Minister on all matters pertaining to the **education** of Francophones at the elementary and secondary levels.

La sous-ministre adjointe à l'éducation en langue française et le sous-ministre est responsable de conseiller le ministre et le sous-ministre sur tous les aspects relatifs à l'éducation des Francophones aux paliers élémentaire et secondaire.

CORPORATE PLANNING AND POLICY

POLICY ANALYSIS AND RESEARCH BRANCH — EDUC 2
900 Bay St., Mowat Block, 15th Flr.
Queen's Park, Toronto M7A 1L2
416-965-6789

The Policy Development and Liaison Section of the Policy Analysis and Research Branch provides corporate policy services to all Ministry divisions, and supports the development of interministry policy. This office maintains connections to Cabinet Office and key policy staff in other ministries and provides briefings to the Deputy Minister and the Minister for participation in Cabinet committees. Information on corporate issues and special briefing services are also provided (965-6789).

The **Education Research** Section guides and supports the Ministry in developing requests for research proposals, manages the ministry's **contractual** research program, and coordinates the dissemination of the findings of the research. **Published** reports are sold through Publications Ontario (see Publications Ontario entry under the Ministry of Government Services). This section acts as the liaison between the Ministry and researchers in Ontario and other jurisdictions, and provides policy support for the OISE transfer grant research program (965-3141).

Information Resources and Analysis Section provides information, information brokerage, data management, and analytical services in support of the ministry's policy priorities. This section gathers, validates, and analyzes data on **school boards** and **schools** (965-2609/3156) and maintains education **statistics** and publications (965-3156). It also main-

tains a collection of books, periodicals, and reports for the Ministry as well as for the Ministries of Colleges and Universities and Skills Development; provides specialized reference, research, and current awareness services to staff; and operates a **reading room** offering public access to Ministry publications (965-1451).

LEGISLATION BRANCH EDUC 3
900 Bay St., Mowat Block, 18th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2228

The branch provides legislative and legal services for policy initiation and revision of laws, and ensures that Ministry action accords with the statutory and regulatory framework of the province. Consultative services are offered to the Ministry of Education, agencies, school boards and the public to facilitate the implementation of government policy. The branch also provides administrative services for processing legal documents and executing legal procedures, as required by educational legislation on behalf of the Minister.

EDUCATION LIAISON AND EXCHANGE BRANCH EDUC 4
900 Bay St., Mowat Block, 14th Flr.
Queen's Park, Toronto M7A 1L2
416-965-5620

The branch encourages educational and **cultural exchanges** of **students** and **educators**, **International Student Exchange** (965-5605), **Ontario-Quebec Student Exchange** (965-5989), **Ontario-Quebec School Twinning** (965-5989), **Ontario Young Travellers** (965-9116), **Teacher Exchange Programs, international** and **inter-provincial** (965-1129). In cooperation with the Department of External Affairs, the branch administers **Canadian Studies Seminars** for European teachers (965-9154). It also coordinates seminars in Europe for Ontario educators (965-9154). Administration is provided for the **Official Languages Monitor Program** in which bilingual university students act as monitors to educators of **French** or **English as a Second Language** (965-5996), the **Ontario Student Leadership Centre** (965-6410), the Ontario Secondary School Students' Association (965-1462), and the **Summer Employment for Students** program (965-9116). The branch liaises with the **Council of Ministers of Education, Canada (CMEC)**, with ministries responsible for education in other provinces and other countries, with federal departments and agencies (324-4542/4543), and with provincial educational organizations (965-9178). By liaising with other ministries, the federal government, and all Native bands, associations and individuals, the branch also promotes education for and about **Native peoples** (965-1462).

CORPORATE PLANNING AND FINANCIAL MANAGEMENT BRANCH EDUC 5
900 Bay St., Mowat Block, 19th Flr.
Queen's Park, Toronto M7A 1L2
416-965-5921

The Corporate Planning and Financial Management Branch consists of four sections.

The Financial Management and Program Analysis Section (965-3100) provides Ministry liaison with the Management Board Secretariat, which involves coordination of submissions and implementation of minutes. The section advises and assists branches and senior management with budgetary problems; administers funds allocation, estimates, and monitors and reports on expenditure, and revenue.

The Operational Planning and Development Section (965-0886) assists in designing and implementing improvements in management and administrative processes. It coordinates the Ministry's annual program planning process and monitoring of plan implementation;

provides analytical support to senior management; and assists managers in identifying and resolving specific problems. The section coordinates the Ministry's base and activity review processes. It is accountable for ensuring adherence to Management Board's results reporting requirements.

The Strategic Planning Services Section (324-4771) identifies current trends and research findings relevant to the future improvement of public education in Ontario; develops and monitors strategic planning processes for use within the Ministry; and determines long-range issues and future directions for improving public education in the province.

The Teachers' Superannuation Policy Unit (1200 Bay St., 11th Flr. Toronto M5R 2A5, 963-3357) provides Ministry liaison with the Teachers' Superannuation Commission, and provides advice to the Minister regarding teachers' pension issues.

LEARNING SERVICES

PROGRAM IMPLEMENTATION AND REVIEW BRANCH — EDUC 6

900 Bay St., Mowat Block, 18th Flr.
Queen's Park, Toronto M7A 1L2
416-965-8301

The Program Implementation and Review Branch advises on policies and procedures for evaluation of **student** achievement program effectiveness, personnel implementation performance and system efficiencies. Advice is also offered on the implementation of Ministry policies and programs, supervisory services related to school **safety** and health, inspection of **private schools**, foreign student policy and the services of the **Provincial School Attendance Counsellor**.

SCHOOL BUSINESS AND FINANCE BRANCH — EDUC 7

900 Bay St., Mowat Block, 21st Flr.
Queen's Park, Toronto M7A 1L2
416-965-6401

The School Business and Finance Branch develops and administers the General Legislative **Grants** formula supporting **school boards**; sets financial accounting and enrolment reporting standards; and oversees the **audit** of financial statements of school boards, which involves liaison with the accounting profession. The branch also controls allocation of capital funds for the construction of elementary and secondary **schools**; and issues final approval for costs of school board capital projects approved for provincial funding (965-9676).

REGIONAL OFFICES — EDUC 8

The Regional Offices inform school systems about Ministry programs and policies on **education** and ensure, in collaboration with local boards, that these policies are carried out. Responsibilities include informing the Ministry's central office about activities and issues in school systems; making recommendations for action and policy formulation; helping **school boards** develop means of implementing and reviewing their programs; offering program administration support and supervisory officer services to boards whose size precludes an administrative structure; inspecting **private schools**; maintaining liaison with the public, **universities**, faculties of education, other Ministries and related bodies; and administering programs and policies delegated to regional directors. There are six regional offices in Ontario:

Western Ontario Region
759 Hyde Park
London N6H 3S6
519-472-1440
For toll-free number see
blue pages of telephone directory

Northeastern Ontario Region
Box 3020
447 McKeown Ave.
North Bay P1B 8K7
705-474-7210
For toll-free number see
blue pages of telephone directory

Eastern Ontario Region
1580 Merivale Rd.
Ottawa K2G 4B5
613-225-9210
For toll-free number see
blue pages of telephone directory

Midnorthern Ontario Region
199 Larch St.
Sudbury P3E 5P9
705-675-4401
For toll-free number see
blue pages of telephone directory

Northwestern Ontario Region
Box 5000
Thunder Bay P7C 5G6
807-745-1571
For toll-free number see
blue pages of telephone directory

Central Ontario Region
Heron's Hill Bldg., Ste. 3201
2025 Sheppard Ave. E.
Toronto M2J 1W4
416-491-0330
For toll-free number see
blue pages of telephone directory

SCHOOL BOARD SERVICES UNIT EDUC 9
480 University Ave., 8th Flr.
Toronto M5G 1V2
416-971-4650

This unit services members of the **Educational Computing Network of Ontario (ECNO)**, which is a cooperative of **school boards** that share administrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the unit deal with student administration for elementary and secondary schools, payroll/personnel, finance, bus transportation planning and management, enrolment projection, grants calculation, audio/visual booking and Student Guidance Information Service (SGIS). The unit is also responsible for planning long-term development of a data communication network which will connect all school boards for educational and administrative purposes.

LEARNING PROGRAMS

CENTRE FOR EARLY CHILDHOOD AND ELEMENTARY EDUCATION EDUC 10
900 Bay St., Mowat Block, 17th Flr.
Queen's Park, Toronto M7A 1L2
416-965-8948

The Centre establishes policies and practices affecting the Primary and Junior Divisions, and the first two years of the Intermediate Division in the publicly supported English and **French** language elementary **schools** of Ontario. To meet pupils' **educational** needs, the Centre produces and disseminates circulars, guidelines, memoranda, and curriculum resource materials. It also assists branches responsible for research and evaluation, learning resources development, textbooks, and curriculum implementation and review.

CENTRE FOR SECONDARY AND ADULT EDUCATION — EDUC 11
900 Bay St., Mowat Block, 16th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2666

This Centre establishes policies and practices for the last two years of the Intermediate Division (grades 9 and 10), the Senior Division (grades 11, 12 and the Ontario Academic Courses) and continuing **education** in publicly supported English and French language secondary schools.

The Centre produces and disseminates circulars, **curriculum** guidelines, memoranda and curriculum resource materials and assists branches that are responsible for research and evaluation, learning resources development, textbooks, and curriculum implementation and review.

The **Student Guidance Information Service (SGIS)** (965-3592) provides schools with computerized **career** and institutional information to assist pupils in making decisions about their post-secondary education and careers.

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH — EDUC 12
900 Bay St., Mowat Block, 17th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2662

The Special Education and Provincial Schools Branch advises the Minister on program policy for the education of exceptional pupils in elementary and secondary **schools** and schools for the **mentally handicapped**. Liaison is provided with professional and parent associations and government agencies regarding programs and services for exceptional pupils. The branch plans and produces special education resource materials to assist school board personnel in developing programs and services. It also assists in the development of guidelines for **special education** additional qualifications courses offered by the faculties of education.

Education programs and services are provided in Schools for the Blind and Deaf and Demonstration Schools for the Learning Disabled, where direct participation of the provincial government is appropriate to ensure equality of educational opportunity. These schools serve a variety of client populations, including school boards, teachers and pupils.

The branch also administers five Regional Schools for Nursing Assistants for the Ministry of Colleges and Universities.

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH DEMONSTRATION SCHOOLS — EDUC 13
900 Bay St., Mowat Block, 17th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2312

The Demonstration Schools (965-2312), listed below, are residential, and designed for **children** with severe **learning disabilities** and **language** learning disorders. The Trillium and Sagonaska Schools are for English-speaking pupils while Centre Jules-Léger is for French-speaking students.

The Demonstration Schools provide resource assistance to local school boards operating **school** programs for exceptional students; offer in-service teacher education programs in instructional techniques; and disseminate learning materials for board-sponsored personnel.

Sagonaska School
350 Dundas St. W.
Belleville K8P 1B2
613-962-8658

Trillium School
347 Ontario St. S.
Milton L9T 3X9
416-878-8428

Centre Jules-Léger
200 Wilbrod St.
Ottawa K1N 6L5
613-234-0166

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH
SCHOOLS FOR THE BLIND AND DEAF
900 Bay St., Mowat Block, 17th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2312

EDUC 14

Five **schools**, listed below, provide direct day/residential education programs for the **blind, deaf** and **deaf/blind**. The Robarts and E. C. Drury Schools offer five-day residential instruction, while the Sir James Whitney and W. Ross Macdonald Schools have seven-day residential programming. Centre Jules-Léger provides residential education programs for Francophone deaf **students**.

The Ministry operates a teacher **education** centre in Belleville for **teachers** of the deaf. The W. Ross Macdonald School, in conjunction with the University of Western Ontario, provides training for teachers of both the blind and the deaf/blind. **French** language teacher training and resource services are supplied by Centre Jules-Léger in conjunction with the University of Ottawa.

The Schools for the Blind and Deaf and Centre Jules-Léger also serve as resource centres for local school boards operating day programs for exceptional pupils, and provide services to parents and other agencies.

The Sir James Whitney School (Deaf)
350 Dundas St. W.
Belleville K8P 1B2
613-962-5361
613-962-6566TTY/TDD

The W. Ross Macdonald School (Blind and Deaf/Blind)
350 Brant Ave.
Brantford N3T 3J9
519-759-0730

The Robarts School (Deaf)
1090 Highbury Ave.
Box 7300
London N5Y 4V9
519-453-4400
519-453-4400TTY/TDD

The Ernest C. Drury School (Deaf)
255 Ontario St.
Milton L9T 2M5
416-878-2851
416-878-7195TTY/TDD

Centre Jules-Léger
200 Wilbrod St.
Ottawa K1N 6L5
613-234-0166

Teacher Training (Deaf)
The Teacher Education Centre
350 Dundas St. W.
Belleville K8P 1B2
613-962-5361

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH
REGIONAL SCHOOLS FOR NURSING ASSISTANTS
900 Bay St., Mowat Block, 17th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2312 EDUC 15

Nursing assistant programs are provided in five regional **schools** listed below.

The Hamilton School
430 York Blvd.
Hamilton L8N 1Y5
416-529-1187

The Thunder Bay School
1111 Victoria Ave., 2nd Flr.
Thunder Bay P7C 1B7
807-475-1615

The London School
205 York St., 2nd Flr.
London N6A 1B4
519-432-7506

The Toronto School
90 Gerrard St. W., 3rd Flr.
Toronto M5G 1J6
416-965-2131

The Sudbury School
40 Larch St., 3rd Flr.
Sudbury P3E 5M7
705-673-5001

CENTRE FOR CURRICULUM RESOURCES AND TECHNOLOGIES
900 Bay St., Mowat Block, 24th Flr.
Queen's Park, Toronto M7A 1L2
416-965-0692 EDUC 16

To ensure effective use of information **technologies** within the Ontario curriculum, the Computers in Education Centre provides initiatives, policy and program direction to English and French language elementary and secondary public **schools**. It coordinates its activities with other branches, regional offices and Regional Computer Advisory Councils (RCACs).

The major program responsibilities of the Centre include: administration of the Ministry's hardware and software incentive programs directed at school boards; establishment of microcomputer hardware and software environment standards for the Grant Eligible Microcomputer Systems (GEMS) program; funding and licensing of private sector **educational** software for school use; sponsorship of implementation projects across the province; development and implementation of the Computer Studies curriculum guideline, including the Ontario Academic Credit (OAC) course; and development of **ONTERIS (Ontario Education Resources Information System)**, a system of bilingual bibliographic databases of a wide range of Ontario education documents and learning materials for elementary and secondary education.

CENTRE FOR CURRICULUM RESOURCES AND TECHNOLOGIES
LEARNING MATERIALS UNIT
900 Bay St., Mowat Block, 15th Flr.
Queen's Park, Toronto M7A 1L2
416-965-9177 EDUC 17

This unit is responsible for the annual **publication** Circular 14 Textbooks, which provides a list of texts approved by the Minister of Education for use in Ontario schools. It receives **books** or kits to be considered for Circular 14 and, if a submission is eligible,

coordinates the evaluation of the item by several evaluators on the basis of established criteria.

Two annual supplements to update Circular 14 Textbooks are also published -- Circular 14A in the Spring and Circular 14B in the Fall. Circular 14 and its supplements may be purchased through Publications Ontario.

CENTRE FOR CURRICULUM RESOURCES AND TECHNOLOGIES — EDUC 18
OAIP/BIMO UNIT
900 Bay St., Mowat Block, 5th Flr.
Queen's Park, Toronto M7A 1L2
416-963-1588

This unit coordinates the development and production of the **Ontario Assessment Instrument Pool**/Banque d'instruments de mesure de l'Ontario (OAIP/BIMO). OAIP/BIMO materials are based on Ontario curriculum documents and designed to provide teachers and other educators with resources to assist in the assessment and evaluation of student achievement and instructional programs at the classroom, school, school board and provincial levels.

Copies of available OAIP/BIMO subject pools may be purchased through Publications Ontario.

INDEPENDENT LEARNING CENTRE — EDUC 19
909 Yonge St.
Toronto M4W 3G2
416-965-2657
Toll-free 1-800-387-5512

The Independent Learning Centre (**ILC**),formerly called Correspondence Education, provides free home-study courses for Ontario residents to obtain credits towards a high school diploma, upgrade basic skills, or study for enjoyment. More than 160 secondary **school** courses are offered in English and **French**. Courses may be started or completed, and certificates and **diplomas** awarded, at any time of the year.

ILC also offers a non-credit **adult** basic **education** program, including **English as a Second Language** and literacy courses. An elementary program is provided only for **children** who are unable to attend school due to extended illness, distance from school, or lack of transportation facilities.

For more information, request the "Student Guide" by phoning, writing or visiting the Independent Learning Centre.

CENTRE FOR TEACHER EDUCATION — EDUC 20
900 Bay St., Mowat Block, 13th Flr.
Queen's Park, Toronto M7A 1L2
416-965-3483

Registrar Services
900 Bay St., Mowat Block, 18th Flr.
Queen's Park, Toronto M7A 1L2
416-965-6126

The Centre for Teacher Education provides registrar services for **teacher** and **student** certification; administers supervisory officers' examinations and principals' courses; in collaboration with the Ministry of Colleges and Universities, approves and reviews programs of both pre-service and in-service teacher education offered by faculties of education; sets policy concerning regulations on certification of teachers.

ADMINISTRATION

FRENCH LANGUAGE SERVICES UNIT EDUC 21
900 Bay St., Mowat Block, 22nd Flr.
Queen's Park, Toronto M7A 1L2
416-965-6890

This office coordinates the implementation of the French Language Services Act, 1986 within the Ministry of Education.

SERVICES EN FRANÇAIS

Ce bureau est responsable de la mise en oeuvre de la Loi de 1986 sur les services en français au sein du ministère de l'Éducation.

INFORMATION AND PRIVACY UNIT EDUC 22
900 Bay St., Mowat Block, 14th Flr.
Queen's Park, Toronto M7A 1L2
416-963-2163

The Information and Privacy Coordinator is responsible for the implementation of the **Freedom of Information** and Protection of Privacy Act within the Ministry of Education, its regional offices and affiliated agencies. This office responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to collecting and releasing information. A public **reading room** for the review of manuals and other information is available during regular office hours on the 13th Flr. of the Mowat Block.

COMMUNICATIONS BRANCH EDUC 23
900 Bay St., Mowat Block, 14th Flr.
Queen's Park, Toronto M7A 1L2
416-965-6407
416-965-1130 (Media Relations)
Toll-free 1-800-387-5514
Fax 416-324-4914

The branch provides communications advice and support to the Minister and Deputy Minister, and assists senior Ministry personnel with communications planning and materials.

Through a broad range of information programs, the branch keeps the educational community and the public aware of Ministry policies and programs. Services include media relations; overseeing phone inquiries from the public; managing the production of Minister's correspondence; supervising the production of print, video and audio-visual materials; mounting displays and exhibits; and coordinating special events such as Education Week.

FINANCIAL SERVICES BRANCH EDUC 24
900 Bay St., Mowat Block, 20th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2613

The Financial Services Branch provides the Ministry of Education and the Ministry of Colleges and Universities with payroll, accounts payable, expenditure accounting and reporting services. Activities also include collecting revenues for **federal** cost-sharing programs, student awards receivables and other Ministry programs; arranging with Treasury for the transfer of **grants** to **school boards, colleges** and **universities**; and offering financial advisory services for transfer payment administration to all branches.

ADMINISTRATIVE SERVICES BRANCH EDUC 25
900 Bay St., Mowat Block, 7th Flr.
Queen's Park, Toronto M7A 1L2
416-965-3966

This branch provides administrative services to both the Ministry of Education and the Ministry of Colleges and Universities. Responsibilities include purchasing of goods and services, supply management, printing, duplicating and word processing services, mail and transportation services, records management, assets management and maintenance of policy and procedures manuals. The branch liaises with the Ministry of Government Services to coordinate common services such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH EDUC 26
900 Bay St., Mowat Block, 23rd & 24th Flrs.
Queen's Park, Toronto M7A 1L2
416-965-2348

The Information Technology and Systems Branch (965-1043) is responsible for strategic, tactical and operational planning of the Ministry's information **technology**, as well as investigation, research, development and implementation of new advanced technologies. The branch provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual branches.

Through the **Technology Information Centre** (965-4738), the use of distributed computing and application software packages is promoted, and training programs in the use of **computers** and application software are conducted. The branch also provides effective, economical and relevant data processing services to users within the Ministry of Education, the Ministry of Colleges and Universities and the Ministry of Skills Development.

The Systems Services Section (965-1043) offers systems development and maintenance, and systems and EDP technical consulting services.

The Operations Services Section (965-3686) provides computer operations, data control, data entry and 5520 support.

INTERNAL AUDIT BRANCH EDUC 27
900 Bay St., Mowat Block, 7th Flr.
Queen's Park, Toronto M7A 1L2
416-965-3939

The Internal Audit Branch (965-3939) monitors operations with financial consequences, in order to maximize their efficiency and effectiveness. It ensures compliance with financial policies and guidelines, and confirms the integrity of records on which financial and management decisions are based.

HUMAN RESOURCES BRANCH EDUC 28
900 Bay St., Mowat Block, 20th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2222

The Human Resources Services Section (965-2222) provides service in the areas of recruitment, classification, employee relations, employee benefits and compensation administration, labour relations counsel and support, and for administering occupational health and safety issues, including Worker's Compensation. It also provides support services to the branch, and provides employee information to line and staff branches.

The Policy, Planning and Development Unit (965-5833) develops and evaluates human resources policies, programs and guidelines that assist the Ministry in meeting its strategic directions. The unit coordinates the development of a ministry Human Resources Plan and prepares the "Strategies for Renewal" annual reports and plans. It manages the development of the ministry human resources information system to support management's decision making, coordinates human resources management submissions for management committee, and designs and implements training and development programs.

The Employment Equity Unit (965-2060) develops and reviews Ministry of Education policies, strategies and initiatives to enhance equal employment opportunities for racial minorities, persons with disabilities, Francophones, aboriginals and women. It coordinates employment equity awareness training, participates on interministerial committees, consults with line managers on program implementation plans and provides career planning assistance to Ministry employees.

The unit also promotes employment equity for women school board employees; administers the **Employment Equity Incentive Fund** in consultation with the Ontario Women's Directorate, the Ministry's regional offices and **Employment Equity** practitioners in school boards regarding program implementation; collects data and analysis concerning the progress of women in the educational system, the results of which are tabled by the Minister of Education in an annual Report to the Legislature.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Education are listed below. Contact the communications branch for unlisted agencies.

EDUCATION RELATIONS COMMISSION EDUC 29
111 Avenue Rd.
Toronto M5R 3J8
416-922-7679
Fax 416-963-3957

The Education Relations Commission (**ERC**) was established in 1975 to administer the **collective bargaining** process and further harmonious relations between **teachers** and **school boards**. Activities include monitoring and assisting negotiations, supervising voting by teachers, providing a common database for collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or a lockout jeopardizes students' education.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO EDUC 30
25 Grosvenor St.
Toronto M4Y 1A9
416-965-3155

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the **language** of a **French** or English minority group. The Commission intercedes in conflicts between **school boards** and their language advisory committees, or language sections and groups of rate payers.

La Commission ontarienne des langues d'enseignement fut créée pour aider à résoudre des mésententes relatives aux programmes éducatifs offerts dans la langue de la minorité, en français ou en anglais, selon le cas. Ces mésententes peuvent avoir lieu entre un conseil scolaire et son comité consultatif de langue française ou anglaise, selon le cas; ou

encore entre la section française ou anglaise, selon le cas, et des groupes de contribuables.

PROVINCIAL SCHOOLS AUTHORITY EDUC 32
900 Bay St., Mowat Block, 20th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2671

Established under the Provincial Schools Negotiations Act in 1975, the authority is the legal employer of **teachers** in educational programs operated by the Ministries of Correctional Services and Education. It negotiates with the organization representing the teachers, who have the same **bargaining** rights as those employed by school boards. The authority is also responsible for administering the collective agreement.

COUNCIL FOR FRANCO-ONTARIAN EDUCATION EDUC 33
880 Bay St., Ste. 203
Toronto M7A 1L2
416-963-1125

The Council advises the Minister of Education and the Minister of Colleges and Universities on all matters concerning the **education** of **Franco-Ontarians** at the elementary, secondary and post-secondary levels.

Le Conseil est un organisme consultatif auprès du ministre de l'éducation et du ministre des collèges et universités. Son mandat est de conseiller les ministres sur toutes questions relatives à l'éducation des Franco-Ontariens aux niveaux élémentaire, secondaire et postsecondaire.

TEACHERS' SUPERANNUATION COMMISSION EDUC 34
5650 Yonge St., Ste. 400
North York M2M 4H5
416-226-2700

Under the Teachers' Superannuation Act, the Commission provides **pensions** for **teachers** who hold a valid Ontario Teaching Certificate in elementary or secondary fields. These pensions are made available upon retirement or early retirement due to physical or mental disability. The commission is composed of five people appointed by the Ministry and one member elected from each of the following: The Ontario Public School Teachers' Federation, Ontario English Catholic Teachers' Association, Association des Enseignants Franco-Ontariens, Ontario Secondary School Teachers' Federation, and Federation of Women Teachers' Association of Ontario.

TEACHER EDUCATION COUNCIL, ONTARIO EDUC 35
56 Wellesley St. W., 16th Flr.
Toronto M7A 2B7
416-324-4878

The Teacher Education Council, Ontario consists of 16 members representing four major stakeholders in teacher education i.e. universities, teachers, school boards and government. The Council advises the Ministers of Education and Colleges and Universities on all aspects of teacher education.

ACTS

ACTS EDUC 36

The Ministry of Education is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Legislation Branch or Communications Branch.

Education Act
Essex County French-language Secondary School Act, 1977
Lake Superior Board of Education Act, 1976
Ontario Institute for Studies in Education Act
Ontario School Trustees' Council Act
Provincial Schools Negotiations Act
School Boards and Teachers Collective Negotiations Act
School Trust Conveyances Act
Teachers' Superannuation Act
Teaching Profession Act

MINISTRY OF ENERGY

56 Wellesley St. W.
Toronto M7A 2B7

An Advisory Committee on Energy, appointed by Order in Council in August, 1971, recommended the creation of a separate Ministry of Energy to develop a comprehensive and coordinated energy policy for the Province. At that time, energy matters in Ontario involved 9 ministries and 38 major acts. In 1973, a new Ministry was established under the Ministry of Energy Act.

The following groups, each under the direction of an executive coordinator or equivalent, became part of the new Ministry: Energy Technology, Information and Analysis, Legal Services and Conventional Energy. This structure remained until August, 1977, when an Energy Conservation Group was formed. Its functions replaced most of those of the Energy Technology Group, which ceased to exist about a year later. This new group also offered information service to the public. The Information and Analysis Group, which had provided library services and statistical information rather than general public information, was renamed the Strategic Planning and Analysis Group, to avoid confusion and to reflect its changing role.

In October, 1977, the Energy Conservation Group expanded to become the Conservation and Renewable Energy Group. This organization was divided into two groups in 1983.

In February, 1981, the Communications Group was created due to increasing demand for communication services. The staff of the Conservation and Renewable Energy Group's Information Services unit was merged with other communications staff in the Ministry to promote more effective planning and delivery of communication services.

In August, 1988, the organization was re-structured. The Ministry is now organized into the following branches: Policy Development, Liaison and Planning, Programs and Technology, Finance and Administration, Corporate Relations and Legal Services.

MINISTRY OF ENERGY — ENERGY 1
In Toronto, Call 416-965-2459
Elsewhere in Ontario, Ask
Operator for Zenith 80420

The Ministry of Energy ensures that Ontario has an adequate and secure supply of **energy** that meets the needs of Ontario residents and industry, at reasonable prices, in a manner consistent with environmental protection. To fulfill this responsibility, the Ministry works with other ministries, agencies of the government and the energy sector. Functions include: reviewing and advising on energy matters and policy; maintaining liaison between the government and **Ontario Hydro**; coordinating the government's activities; supporting research development and demonstration of energy technologies; promoting effective and efficient use of energy; and intervening before provincial and federal tribunals. The Minister of Energy reports to the Legislature for Ontario Hydro and the **Ontario Energy Board**, which function independently of the Ministry. For general information on this Ministry, call the numbers listed above. The Ministry's programs and agencies are described in the entries that follow.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH ENERGY 2
56 Wellesley St. W., 12th Flr.
Toronto M7A 2B7
416-965-6251

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. It supplies general legal services such as preparing contracts, representing the Ministry before tribunals, etc. The Legal Services Branch is responsible to the Attorney General's Office.

FRENCH LANGUAGE SERVICES ENERGY 3
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
416-965-3066

This office coordinates the Ministry's implementation of government policy on French language services for the Franco-Ontarian public.

SERVICES EN FRANÇAIS

Ce bureau met en oeuvre auprès du ministère la politique du gouvernement en matière de services en français pour le public franco-ontarien.

FINANCE AND ADMINISTRATION BRANCH

FINANCE AND ADMINISTRATION BRANCH ENERGY 4
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
416-965-6469

The Finance and Administration Branch promotes effective management of financial and human resources. It consists of the Financial Section, Staff Services Section, Information Systems and Resources Section, Employment Equity Coordinator and Freedom of Information Coordinator.

The reference **library** (965-9174) and **reading** room service the needs of staff and give public access (on an appointment only basis) to Ministry publications, statutes, and some manuals and internal procedures.

EMPLOYMENT EQUITY OFFICE ENERGY 5
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
416-965-3869

The Employment Equity Coordinator assists line managers in developing, promoting and coordinating plans to improve the status of the Ministry's female, racial minority, Native, disabled and francophone employees, and ensures equal opportunity for all. Activities include counselling employees on job-related issues and career goals.

FREEDOM OF INFORMATION ENERGY 6
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B7
In Toronto call 416-965-9963
Elsewhere in Ontario ask
Operator for Zenith 80420

The Freedom of Information (FOI) Coordinator responds to requests for information made by the public under the Freedom of Information Act; monitors implementation within the Ministry of the government's policy on the protection of individual privacy with regard to personal information; and provides information to the public through the FOI **Reading Room**.

CORPORATE RELATIONS BRANCH

CORPORATE RELATIONS BRANCH ENERGY 7
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
In Toronto, call 416-965-3246
Elsewhere in Ontario, ask
Operator for Zenith 80420

The Corporate Relations Branch provides information on **energy** policy, research, conservation and renewable energy technology, etc. General inquiries should be directed to 965-3246; media inquiries to 965-5237.

The branch provides corporate communication services to the Minister and senior management in order to promote the Ministry's policies and programs. Activities include the planning, coordination and production of displays, audio visuals, print materials, seminars, conferences and advertising.

POLICY DEVELOPMENT BRANCH

POLICY DEVELOPMENT BRANCH ENERGY 8
56 Wellesley St. W., 12th Flr.
Toronto M7A 2B7
416-965-7021
Elsewhere in Ontario ask
Operator for Zenith 80420

The branch develops corporate policies that integrate and coordinate the issues, activities and programs of the Programs and Technology Branch and the Energy Liaison and Planning Branch with directions and initiatives of other ministries and agencies, including Ontario Hydro. These polices have long-term objectives which ensure adequate, cost-effective solutions to meet Ontario's energy needs. The branch also provides the Deputy Minister with advice on federal-provincial and interprovincial energy issues, and general policy advice on economic matters.

ENERGY LIAISON AND PLANNING BRANCH

ENERGY LIAISON AND PLANNING BRANCH — ENERGY 9
56 Wellesley St. W., 11th Flr.
Toronto, M7A 2B7
416-965-3246
Elsewhere in Ontario, ask
Operator for Zenith 80420

The Energy Liaison and Planning Branch is responsible for the development, review and presentation of issues related to the supply, demand and pricing of all forms of energy. The branch also handles the analysis and collection of available energy information to provide a framework for policy and program initiatives; represents Ontario's position on energy matters to other governments, jurisdictions and regulatory hearings; and is responsible for the maintenance of the provincial oil shortage contingency plan. The branch is comprised of the Oil and Gas Section; the Electricity Section; the Economics and Forecasts Section; and the Energy Management Section.

OIL AND GAS SECTION — ENERGY 10
56 Wellesley St. W., 11th Flr.
Toronto M7A 2B7
416-965-3634

The Oil and Gas Section provides analyses and advice on issues relating to the supply, distribution and pricing of crude **oil**, **petroleum** products, **petrochemical** feedstocks and **natural gas**. The section also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings. It is responsible for the maintenance of the provincial contingency plan for a possible future oil shortage.

ELECTRICITY SECTION — ENERGY 11
56 Wellesley St. W., 11th Flr.
Toronto M7A 2B7
416-965-1593

The Electricity Section provides analyses and advice on the generation of electricity, and its distribution by Ontario Hydro, municipal utilities and the private sector. The section also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings.

Economic development and utilization of indigenous resources is encouraged. The section offers advice and analyses on the conservation and efficient use of energy, as well as the role of alternative **electrical** generation technologies.

ECONOMICS AND FORECASTS SECTION — ENERGY 12
56 Wellesley St. W., 11th Flr.
Toronto M7A 2B7
416-965-7939

The Economics and Forecasts Section collects and disseminates **statistical** information on Ontario's **energy** situation. Advice and analyses are provided on Canadian and international economic developments, and the impact of energy environment changes on the national and provincial economies. This section also analyses and advises on policies for revenue sharing, taxation, deregulation and pricing of all energy forms. It forecasts energy prices in Ontario and long-term requirements for oil, gas, coal and electricity.

ENERGY MANAGEMENT SECTION ENERGY 13
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-965-0269

The Energy Management Section provides analysis and advice on the social, economic, financial and environmental impacts of changes in the energy environment and energy use on government, the energy industry and the private sector. The section is responsible for the development of regulations under the Energy Efficiency Act, and supports the development of policy and programs which encourage the efficient use of energy by business, industry and individuals. It also examines the effect on the **energy** sector of changes in the business and financial environment, tax policy, energy rates and program financing.

ENERGY PROGRAMS AND TECHNOLOGY BRANCH

ENERGY PROGRAMS AND TECHNOLOGY BRANCH ENERGY 14
56 Wellesley St. W., 14th Flr.,
Toronto M7A 2B7

The Energy Programs and Technology Branch encourages the development and use of energy conservation and efficiency actions, and alternative energy options.

The branch promotes awareness of energy technologies, products and services; maintains expertise; and provides assistance to government, municipalities, industry and the general public.

Management of programs and provision of information is carried out through three operational sections: Energy Efficiency, Industry Programs, and Energy Research and Development.

ENERGY EFFICIENCY SECTION ENERGY 15
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-965-4618 Government and Public/Institutional
416-965-0959 Commercial/Residential
416-965-0755 Transportation

The Energy Efficiency Section develops and implements **energy conservation** programs for **consumers**, homeowners, public and secondary **schools**, commercial **buildings** and government/public institutional and **municipal** buildings. The Ministry provides **grants** for energy management to government/public institutional and municipal buildings. Services include technical advice, publications, displays, information training seminars, and resource materials.

The section also deals with alternate transportation **fuels** such as natural gas, propane, methanol and blends, and energy efficiency in both transportation and new residential **construction**.

INDUSTRY PROGRAMS SECTION ENERGY 16
56 Wellesley St. W., 14th Flr.,
Toronto M7A 2B7
416-965-5303 Energy from Waste
416-965-0463 Renewable Energy Technology
416-965-7060 Small Hydro
416-965-0763 Industrial Energy Services Program
416-965-0443 Northern Wood Energy Program
416-963-0970 Industrial Demonstrations

The Industry Programs Section develops and implements programs encouraging **energy** efficiency improvements to equipment and processes in the private sector. The Ministry provides **grants** for feasibility studies and project engineering design through the **Industrial Energy Services Program** and Process Equipment Demonstrations.

The section also assists the private sector in developing energy supply **technologies**. Advice, information and **financial assistance** are available to share the risk of specific energy technology development. Other activities include: administration of the **Northern Ontario Wood Energy Program** providing financial assistance to biomass projects; production of energy from **waste**; and development of alternative electrical technologies such as cogeneration, small hydro, wind power and photovoltaics.

Services include training, technical advice, publications, displays, seminars, energy audits and conferences.

ENERGY RESEARCH AND DEVELOPMENT SECTION ENERGY 17
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B7
416-965-3478 Electrotechnology
416-965-0309 Fuels Research
416-965-1936 EnerSearch Program

The section assists **industry** and the **research** community in improving energy efficiency and increasing supply options. Services include technical advice, information, coordination and matching of diverse research activities and industry interest. **Funding assistance** is available, through the **EnerSearch Program** and other mechanisms, to share the risk of specific **energy** research and development projects.

Electro-technology related activities include electrical plasma in metallurgy and waste destruction, **microwave** and other radiant **heat** applications in industry, advanced batteries, fuel cells and hydrogen.

Fuel research projects include the preparation of synthetic **fuels** from coal, wood or other biomass and the more efficient use of **natural gas** in industrial applications.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Energy are listed below. Contact the information or communications branch for unlisted agencies.

ONTARIO ENERGY BOARD ENERGY 18
2300 Yonge St., 26th Flr.
Toronto M4P 1E4
416-481-1967

The Ontario Energy Board has jurisdiction over **energy** related matters including: regulation of **natural gas** rates; municipal franchise approvals; hydrocarbon pipeline construc-

tion and related environmental concerns; **expropriations** for utility access; and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the Board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with **municipalities** without first obtaining the approval of the Board through the public hearing process.

The Board also offers advice to the Minister of Energy with regard to **Ontario Hydro**; to the Minister of Natural Resources respecting certain oil and gas production concerns; and to the Lieutenant Governor-in-Council on other energy matters.

ONTARIO HYDRO ENERGY 19
700 University Ave.
Toronto M5G 1X6
416-592-5111

Ontario Hydro supplies electrical **energy** indirectly to urban centres through 316 associated municipal utilities, and directly to more than 814,000 rural customers, and 100 large industries. The **Ontario Hydro Electrical Inspection Program** (592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of **electrical** equipment and adherence to the Electrical **Safety** Code Book. The **Rural Electrical Service and Billing Inquiry Program** (592-3731) answers inquiries on rural service policy and practices. Ontario Hydro operates **Nuclear Communications Centres** in Pickering (416-839-0465), Bruce (519-368-8687) and Darlington (416-623-7122) to provide educational information on **nuclear power** to the public. The **Ontario Hydro Public Reference Centre** has information and documentation on **Ontario Hydro**, and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Energy. Regional offices are listed below.

93 Bell Farm Rd.
Barrie L4M 1H1
705-728-5521
(Georgian Bay Region)

420 Dundas St. E.
Belleville K8N 5C3
613-966-6502
(Eastern Region)

1075 Wellington Rd. S.
London N6E 1M1
519-681-1390
(Western Region)

590 Graham Dr.
P. O. Box 3060
North Bay P1B 8L4
705-472-8000
(Northeastern Region)

34 Cumberland St. N., Rm. 304,
Postal Station "P"
Thunder Bay P7A 4L5
807-343-3411
(Northwestern Region)

5760 Yonge St.
Willowdale (Metro Toronto) M2M 3T7
416-222-2571
(Central Region)

ACTS

ACTS ENERGY 20

The Ministry of Energy is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Energy Efficiency Act
Ministry of Energy Act
Ontario Energy Board Act

Ontario Energy Corporation Act
Power Corporation Act
Power Corporation Insurance Act
Rural Hydro-Electric Distribution Act
Rural Power District Loans Act

MINISTRY OF THE ENVIRONMENT

135 St. Clair Ave. W.
Toronto M4V 1P5
416-323-4321

The Ministry of the Environment's objective is to protect human health and the ecosystem by ensuring that acceptable environmental standards of air, water and land are maintained.

Established on April 1, 1972, by the Ministry of the Environment Act under Part X of An Act To Provide For The Reorganization Of The Government Of Ontario, the Ministry assumed the powers, duties and functions of the Department of the Environment. These responsibilities included air management (abatement, approvals and criteria), meteorology and air quality, phytotoxicology, auto emission control and related laboratories and waste management.

From the Ontario Water Resources Commission (OWRC), the Ministry acquired responsibility for managing quality and quantity of water, including sanitary engineering, industrial wastes, laboratory and research, and providing sewage and water facilities and relative funding. Environmental health services concerning regulation of septic tanks were transferred to the Ministry from the Department of Health.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH MOE 1
135 St. Clair Ave. W., 6th Flr.
Toronto M4V 1P5
416-323-4321

This branch establishes communications policy for the Ministry; provides communications advice and support to the Minister and Deputy Minister; and offers consultations to other branches and the public. Activities include liaising with the media, answering public inquiries, and producing and distributing publications and news releases. The Ministry's staff newsletter, Clean Talk, is published by this branch. It also coordinates the development and delivery of the Ministry's educational programs. The branch operates a public **information** centre, which is located on the ground floor of 135 St. Clair Avenue West.

COMMUNICATIONS BRANCH MOE 2
PUBLIC INFORMATION CENTRE
135 St. Clair Ave. W., 1st Flr.
Toronto M4V 1P5
416-323-4321

The bilingual Public Information Centre responds to growing public demand for environmental information.

The walk-in centre, located on the ground floor of 135 St. Clair Avenue West, is open from 9:00 a.m. to 4:30 p.m., Monday to Friday. A wide variety of **publications** and brochures are available through the centre. The staff process requests for technical documents and literature by telephone and mail, and direct the public to **information** sources in other ministries, agencies and governments.

LEGAL SERVICES BRANCH MOE 3
135 St. Clair Ave. W., 10th Flr.
Toronto M4V 1P5
416-323-4522

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch conducts prosecutions under provincial environmental legislation, acts as counsel at environmental hearings and provides solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney-General.

CORPORATE RESOURCES DIVISION

CORPORATE RESOURCES DIVISION MOE 4
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4271

The division provides financial, administrative, socio-economic and human resource services to the Ministry, and develops and coordinates Ministry policies.

POLICY AND PLANNING BRANCH MOE 5
135 St. Clair Ave. W., 12th Flr.
Toronto M4V 1P5
416-323-4554

The Policy and Planning Branch coordinates the development of Ministry policy, including socio-economic and financial components. The branch also evolves and maintains strategic and operational planning processes.

HUMAN RESOURCES BRANCH MOE 6
40 St. Clair Ave. W., 6th Flr.
Toronto M4V 1M2
416-323-5058

The Human Resources Branch provides a full range of services and advice to the Ministry on all government legislation, policies, issues and human resources management trends. This includes recruitment; determination of appropriate classification and compensation; employee grievances; working conditions, terms of employment, compliance with occupational health and safety regulations; pay and benefits administration; pay equity; educational programs; counselling; youth and special employment programs.

The Training and Certification Section develops, administers and presents courses on environmental subjects and classification and certification programs based on legislation and/or ministry policy.

Employment Equity ensures equal opportunity employment by raising the level and diversifying the occupational distribution of racial minorities, disabled persons, francophones, aboriginals and women.

FINANCIAL AND CAPITAL MANAGEMENT BRANCH MOE 7
135 St. Clair Ave. W., 4th Flr.
Toronto M4V 1P5
416-323-4275

The Financial and Capital Management Branch provides financial management and accounting services to facilitate delivery of the Ministry's environmental programs. It is responsible for the coordination and control of the management reporting and financial

management of the Ministry's investment in water and sewage works. The latter includes financing terms and costs of operations of provincial water and sewage facilities, special funds, cost sharing agreements and grants administered by the Ministry. The branch collects revenue owing to the Province under agreements and contracts, mainly for the provision of **water** and **sewage** service to municipalities.

SYSTEMS INFORMATION AND TECHNOLOGY BRANCH MOE 8
135 St. Clair Ave. W., 3rd Flr.
Toronto M4V 1P5
416-323-4598

The branch provides developmental and operating support for the Ministry's computerized information systems.

ADMINISTRATIVE SERVICES BRANCH MOE 9
135 St. Clair Ave. W., 5th Flr.
Toronto M4V 1P5
416-323-4242

The Administrative Services Branch provides the following corporate services: purchasing, assets coordination, accommodation, telecommunications, library services, records management, fleet management, French services, printing and mailing. The branch also coordinates Ministry activities concerning Freedom of Information and Protection of Individual Privacy legislation.

The technical **library** located on Resources Road (235-5751) is open from 8:00am to 4:00pm Monday to Friday. It provides technical information on environment-related matters to Ministry staff and members of the public, and consists of textbooks, journals and Ministry documents.

MANAGEMENT AUDIT BRANCH MOE 10
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-323-5131

The Management Audit Branch is responsible for the Ministry's audit functions, including review and appraisal of management and financial controls with regard to economy, efficiency and effectiveness.

FRENCH SERVICES OFFICE MOE 11
135 St. Clair Ave. W., 5th Flr.
Toronto M4V 1P5
416-323-4595

The French Services Office coordinates the planning, development and implementation of Ministry services in French.

BUREAU DES SERVICES EN FRANÇAIS

Le Bureau des services en français est responsable de la planification, de la mise en oeuvre et de la prestation des services en français.

INTERGOVERNMENTAL RELATIONS AND STRATEGIC PROJECTS DIVISION

INTERGOVERNMENTAL RELATIONS AND STRATEGIC PROJECTS DIVISION — MOE 12
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4381

The Intergovernmental Relations and Strategic Projects Division provides a responsive structure to deal with designated issues having a high profile and requiring coordinated and integrated action by the Ministry.

The division also coordinates the development of environmental standards for hazardous contaminants, and manages the use of pesticides.

HAZARDOUS CONTAMINANTS BRANCH — MOE 13
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5095

This branch assesses the significance of hazardous **contaminants**, and establishes **standards** for their control. A consulting and educational service on the use of **pesticides** and other chemicals is provided. The branch also liaises with other branches of the Ministry and provincial, federal and overseas agencies, and administers the **Pesticides Act** and Regulations.

HAZARDOUS CONTAMINANTS BRANCH PESTICIDES SECTION — MOE 14
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5095

The section consists of two units: Biological Agents and Chemical Agents. The Biological Agents Unit ensures the safe and effective use of **pesticides**, and provides technical support to the Pesticide Control Program and the Ontario Pesticides Advisory Committee. The unit also advises the public on the control of **pests** and, in conjunction with **municipalities**, provides **grants** for **termite control**.

The Chemical Agents Unit identifies the risk potential of **contaminants** so that the required standards can be set. It provides technical advice and information on industrial **chemicals** to other branches and the public. The unit also liaises with different levels of government on the management of hazardous contaminants.

HAZARDOUS CONTAMINANTS BRANCH STANDARDS DEVELOPMENT SECTION — MOE 15
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5095

This section is responsible for the development of comprehensive standards for selected high priority **contaminants**. In addition, it coordinates the Ministry's standard setting activities through the Standards Steering Committee.

INTERGOVERNMENTAL RELATIONS OFFICE — MOE 16
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5125

This office is responsible for intergovernmental coordination and liaison in the development of external **environmental** policies and programs.

ACIDIC PRECIPITATION IN ONTARIO STUDY COORDINATION OFFICE (A.P.I.O.S.) MOE 17
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5051

The **A.P.I.O.S.** Coordination Office was established in 1979 to plan and supervise the science and abatement activities of the multibranch, multidisciplinary Acidic Precipitation in Ontario Study. The overall mandate is to protect Ontario's environment from the detrimental effects of acid precipitation and other air pollutants subject to long-range transport. The Coordination Office has responsibility for all aspects of Ontario's **acid rain** program, including policy, science, abatement and legal activities, and provision of **information** to the public.

DETROIT, ST. CLAIR, ST. MARY'S RIVERS PROJECT MOE 18
265 Front St. N., Ste. 109
Sarnia N7T 7X1
519-336-4030

The office plans and coordinates the Ministry's activities for future abatement, assessment and monitoring of the Detroit, St. Clair and St. Mary's Rivers and Lake St. Clair. It also coordinates the Binational Remedial Action Plans being developed for the Detroit, St. Clair and St. Mary's Rivers.

NIAGARA RIVER IMPROVEMENT TEAM MOE 19
119 King St. W., 12th Flr.
Hamilton L8N 3Z9
416-521-7640

In November 1981, the Minister of the Environment formed the Niagara River Improvement Team to provide a focus for the Ministry's efforts to clean up the Niagara River.

The Team is responsible for monitoring Canadian and American **waste** discharges, and reviewing and recommending changes in discharge permits. It also assesses the environmental effects of waste disposal sites on both sides of the border, and recommends appropriate remedial measures. Activities involve close liaison with Environment Canada, the U.S. Environmental Protection Agency, and the New York State Department of Environmental Conservation.

For further information, contact the Niagara River Coordinator at the above address.

ENVIRONMENTAL SERVICES DIVISION

ENVIRONMENTAL SERVICES DIVISION MOE 20
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4358
Fax 416-323-4457

The Environmental Services Division provides scientific, technical, and laboratory support services, and develops programs dealing with waste management, air and water resources.

AIR RESOURCES BRANCH MOE 21
ATMOSPHERIC RESEARCH AND SPECIAL
PROGRAMS SECTION
880 Bay St., 4th Flr.
Toronto M5S 1Z8
416-965-1634

The Atmospheric Research and Special Programs Section conducts mobile air **surveys**, performs atmospheric chemistry **research** and operates the provincial deposition monitoring program for **acid rain** and persistent toxic substances. The section also coordinates the air-related research **grants** and emergency response programs, as well as the urban monitoring network for volatile and semivolatile toxic organic substances, and dioxins and furans.

AIR RESOURCES BRANCH MOE 22
AIR QUALITY AND METEOROLOGY SECTION
125 Resources Rd., E. Wing
Rexdale M9W 5L1
416-235-5765

The Air Quality and Meteorology Section compiles air quality **statistics** from the monitoring instruments across Ontario, and prepares reports to assist regional offices in controlling emissions. The **Air Quality Index** (235-5781; toll-free 1-800-387-7768), which informs the public about air quality in Ontario cities, is produced by the section. It also provides assistance in modelling and setting **air** quality objectives and emission standards.

AIR RESOURCES BRANCH MOE 23
EMISSION TECHNOLOGY AND
REGULATION DEVELOPMENT SECTION
880 Bay St., 4th Flr.
Toronto M5S 1Z8
416-965-5776

The Emission Technology and Regulation Development Section develops the Ministry's **air** quality criteria, standards, guidelines and regulations. It reviews air quality aspects of **environmental assessment** and **land use** change; develops and maintains expertise on new and existing air pollution control technologies; undertakes source emission measurements; witnesses and evaluates source emission tests done by others; and develops source testing codes. The section also administers the environment **research** program related to air **contaminants**, their measurement and impact; coordinates the branch's hazardous contaminants program; assesses air **pollution** in Ontario relating to automotive-derived pollutants; and develops Ministry strategy for dealing with pollutants. Inspections and emission tests of **vehicles** are performed to ensure compliance with the **Environmental Protection Act** and Regulation 311. Regional offices are listed under Ministry of the Environment, Operations Division.

AIR RESOURCES BRANCH MOE 24
PHYTOTOXICOLOGY SECTION
880 Bay St., 3rd Flr.
Toronto M5S 1Z8
416-965-4516

The Phytotoxicology Section investigates complaints and conducts assessment surveys in the vicinity of **industries**. Information about **air pollution's** effects on **soils** and **vegetation** (**forests**, **agricultural crops**, ornamental **plants**) throughout Ontario is gathered for environmental management purposes. The section provides complainants with technical reports about alleged sources of pollution for use in negotiating vegetation damage

claims. Experiments are conducted in controlled environment facilities to help formulate air quality criteria and standards. The section also **researches** the effects of acidic precipitation (e.g., **acid rain**) on terrestrial systems. Regional offices are listed under Ministry of the Environment, Operations Division.

LABORATORY SERVICES BRANCH MOE 25
125 Resources Rd., Box 213
Rexdale M9W 5L1
416-235-5743

The Laboratory Services Branch provides analytical support for the Ministry's **environmental assessments** and regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods, and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human **health**. The Central **Laboratory** in Toronto provides technical guidance to the regional laboratories in Thunder Bay, London and Kingston, listed below.

Southeastern Regional Laboratory
c/o Kingston Regional Office
133 Dalton Ave.,
P. O. Box 820
Kingston K7L 4X6
613-549-4000

Southwestern Regional Laboratory
c/o London Regional Office
985 Adelaide St. S.
London N6E 1V3
519-661-2266

Northwestern Regional Laboratory
435 James St. S.
Thunder Bay P7C 5G6
807-475-1275

WASTE MANAGEMENT BRANCH MOE 26
WASTE MANAGEMENT POLICY SECTION
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-323-5200

This branch coordinates programs concerned with the management of industrial and municipal wastes. The Waste Management Policy Section deals with **pollution** by **industry**, including **hazardous waste**, industrial sludges and pretreatment residues, liquid industrial wastes and their treatment and disposition at waste management facilities. The waste generator registration program and manifest system under Regulation 309, and related federal-provincial activities are coordinated by the section. It also provides technical support for industrial and municipal waste management, and develops and recommends waste management legislation, regulation, policies and other technical programs. Complaints about related pollution should be directed to regional or district offices, listed under Ministry of the Environment, Operations Division.

WASTE MANAGEMENT BRANCH MOE 27
WASTE REDUCTION SECTION
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-323-5200

The Waste Reduction Section deals with the development and implementation, through technical and financial support, of **waste** reduction, reuse, **recycling** and recovery (4R)

initiatives. Support includes promotion, market development assistance, **grants** for project development (e.g., **municipal** recycling) and demonstrations.

WASTE MANAGEMENT BRANCH MOE 28
SPECIAL WASTE AND INFORMATION SUPPORT SECTION
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-323-5200

This section deals with the management of special **wastes**, such as **PCBs**, biomedical and **radioactive** wastes, including handling, transportation, processing, storage, disposal and incineration. Responsibilities include developing and revising regulations, standards, guidelines and criteria; acting on applications for listing and delisting of specific wastes; supporting regional compliance activities by assisting in the investigation, assessment and operation of special waste sites; operating and maintaining the waste generator registration system and the hazardous and liquid industrial waste manifest system; and preparing reports on waste manifest information.

WASTE MANAGEMENT BRANCH MOE 29
TECHNOLOGY TRANSFER SECTION
40 St. Clair Ave. W., 6th Flr.
Toronto M4V 1M2
416-323-5200

This section conducts research and develops **technology** for the treatment and safe disposal of **municipal** and **industrial** wastes (including **hazardous wastes**) through high temperature incineration, physical/chemical treatment, biological treatment, solidification, etc. The section also develops technology and produces guidelines for the design, siting and operation of **landfills**; evaluates complex hydrogeological studies on new landfill proposals; and provides hydrogeological expertise in the investigation of problem **waste** sites.

WATER RESOURCES BRANCH MOE 30
ADMINISTRATIVE AND DATA SERVICES SECTION
1 St. Clair Ave. W., 4th Flr.
Toronto M4V 1K6
416-323-4941

The Administrative and Data Services Section performs the administrative and financial services functions of the branch, and coordinates the design, development and implementation of administrative policies and procedures related to branch programs.

WATER RESOURCES BRANCH MOE 31
LIMNOLOGY SECTION
Bellwood Acres Rd.
Dorset P0A 1E0
705-766-2412

The Limnology Section studies the effects of **acidic precipitation** on water systems, and assesses interaction between earth and water systems. Predictive models are developed to relate manmade stresses to present and future aquatic conditions. **Water** quality studies are carried out on inland **lakes** to aid in the development of management plans and to provide a basis for implementing waste source controls and rehabilitation strategies.

WATER RESOURCES BRANCH MOE 32
AQUATIC BIOLOGY SECTION
1 St. Clair Ave. W., 4th Flr.
Toronto M4V 1K6
416-323-4923

125 Resources Rd.
Rexdale M9W 5L1
416-235-5792

The Aquatic Biology Section coordinates procedures to assess the significance of **hazardous** substances on aquatic life, using both laboratory (MOE Rexdale Laboratory Complex) and field techniques. **Contaminants** (e.g., mercury, PCB) in **fish** are monitored, and consumption advice is made available to anglers through telephone inquiries and the annual publication "Guide to Eating Ontario Sport Fish". The section also develops **environmental** protection criteria (provincial water quality objectives), and provides general advice on aquatic environmental contaminants in water, sediment and biota. **Industrial** effluent toxicity testing is carried out by the section. Other procedures are used to assess acute and chronic, lethal and sublethal, mutagenic and genotoxic effects on aquatic organisms.

Staff also investigate causes and methods of control of **algae** and macrophyte problems in acidic and non-acidic lakes. Long-term changes in nutrients and phytoplankton of the nearshore Great Lakes and other inland lakes are measured by low-cost monitoring at municipal water treatment plants. The effects of contaminants on phytoplankton and the uptake of contaminants in filamentous algae are also measured in the Great Lakes and inland lakes.

WATER RESOURCES BRANCH MOE 33
GREAT LAKES SECTION
1 St. Clair Ave. W., 6th Flr.
Toronto M4V 1K6
416-323-4967

The Great Lakes Section provides surveillance, investigations and assessments of nearshore areas, embayments, harbours and connecting channels of the **Great Lakes**. Activities include: examining the effect of climatic conditions and pollutant inputs on biological, chemical and physical processes; determining **water** use suitability and interference and investigating trends toward improvement or degradation; warning of emerging problems; recommending abatement measures for the correction of existing problems and prevention of further degradation; developing and assessing the effectiveness of remedial action plans for areas of concern and whole lakes; fulfilling the Canada/Ontario Agreement's requirements for surveillance data and remedial action plans; and assisting the International Joint Commission in evaluating progress towards the Canada/U.S. Water Quality Agreement's objectives. The section also coordinates branch activities related to Ontario Hydro's impact on water quality.

WATER RESOURCES BRANCH MOE 34
DRINKING WATER SECTION
1 St. Clair Ave. W., 3rd Flr.
Toronto M4V 1K6
416-323-4905

The Drinking Water Section's plans, policies and strategies focus on the provision of safe **drinking water**. A data base is maintained, and technical advice and support are provided on all aspects of drinking water treatment and distribution, and groundwater quality and quantity management. The section initiates, develops, evaluates and implements drinking water and ground water management **research** programs. Through the prepara-

tion of reports, technical papers, presentations and participation in the Ministry's Training and Certification Program, the section keeps Ministry staff, other agencies and the public informed about drinking water and ground water management technology. The section also coordinates the Ministry's well regulation program and issues **water well** contractors' and technicians' **licences**.

WATER RESOURCES BRANCH MOE 35
MUNICIPAL-INDUSTRIAL STRATEGY
ABATEMENT OFFICE
1 St. Clair Ave. W., 4th Flr.
Toronto M4V 1K6
416-323-4915

The Municipal-Industrial Strategy Abatement (**MISA**) Office is responsible for developing the monitoring and compliance regulations for the nine industrial sectors and the municipal sector. The office also develops the Sewer Use Control Program for controlling industrial discharges to the sanitary sewers, provides technical advisory service, and assists municipalities in developing pollution control plans as part of the Ministry's Life-Lines programme.

MUNICIPAL-INDUSTRIAL STRATEGY MOE 36
ABATEMENT OFFICE
INDUSTRIAL SECTION
1 St. Clair Ave. W., 5th Flr.
Toronto M4V 1K6
416-323-4991

This section provides for the protection of receiving waters from industrial point sources of wastewater discharges. **Pollution** control regulations, policies, plans, guidelines and strategies for MISA are developed. The section also maintains information databases on **industrial** technologies, **wastewater** treatment technologies and control requirements of other jurisdictions.

MUNICIPAL-INDUSTRIAL STRATEGY MOE 37
ABATEMENT OFFICE
MUNICIPAL SECTION
1 St. Clair Ave. W., 7th Flr.
Toronto M4V 1K6
416-323-2764

This section provides for the protection of receiving waters from **municipal** point sources and urban and rural non-point sources of **wastewater** discharges. **Pollution** control regulations, policies, plans, guidelines and strategies for MISA are developed. The section also maintains information databases on treatment facilities. Specific activities include: watershed management studies, pollution control planning, urban **drainage** management, sewer-use control, stormwater management, and technical advisory services. The section assesses and audits program effectiveness and administers province-wide funding activities. For information, contact regional or district offices listed under Ministry of the Environment, Operations Division.

MUNICIPAL-INDUSTRIAL STRATEGY ABATEMENT OFFICE MOE 38
PROJECT & DATA MANAGEMENT SECTION
1 St. Clair Ave. W., 3rd Flr.
Toronto M4V 1K6
416-323-4886

The Project and Data Management Section provides three main functions to the MISA Program:

The Data Management Unit reports on effluent monitoring data for municipalities and industries, and coordinates data management requirements.

The Project Management Group provides a project coordination service which ensures that programs produce results in accordance with their objectives.

The Monitoring Technology Group supports regulatory monitoring programs and Ministry audits of discharges by providing expertise on sampling and flow monitoring.

WATER RESOURCES BRANCH MOE 39
RIVER SYSTEMS SECTION
1 St. Clair Ave. W., 7th Flr.
Toronto M4V 1K6
416-323-4867

The River Systems Section includes the Impact Assessment Unit, the Hydrology and Networks Unit and the Agricultural Programs Unit. Impact assessment of municipal and industrial point sources, urban and rural diffuse runoff on rivers is undertaken. Abatement and control strategies are developed and evaluated on a local and watershed basis. The section also participates in the development and technology transfer of predictive modelling techniques.

Provincial Water Quality and Quantity Monitoring databases, which encompass a broad range of water quality indicators and flow information of over 700 sampling sites, are maintained and made available to the public for specific inquiries.

APPROVALS AND ENGINEERING DIVISION

APPROVALS AND ENGINEERING DIVISION MOE 40
250 Davisville Ave.
Toronto M4S 1H2

This office coordinates the activities of the Environmental Assessment Branch, Approvals Branch, Project Engineering Branch, and Spills Action Centre, described in separate entries.

ENVIRONMENTAL ASSESSMENT BRANCH MOE 41
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3450

This branch coordinates the development and administration of the **Environmental Assessment Act** and its regulations. Organizations subject to the Act (e.g., municipalities, provincial ministries and agencies, conservation authorities) are required to consult with affected interest groups and to submit **environmental assessments** of proposed projects, indicating need and basis for selection from a range of alternatives. The branch coordinates reviews of each environmental assessment to inform and advise decision makers, proponents and the public on the acceptability and approvability of the project. Public records containing the environmental assessment and its review are maintained in the branch and made available to the public. The branch provides advice on require-

ments of the Environmental Assessment Act, as well as opinions on the status of related projects.

An Environmental Assessment Program Improvement Project is currently undertaking a comprehensive public review of the program leading to legislative, regulatory and administrative improvements.

APPROVALS BRANCH MOE 42
LAND USE PLANNING AND
NOISE ASSESSMENT SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

Within this section, the Land Use Planning Unit (440-3739) advises other government agencies and the private sector on **environmental** and **land use planning**. Responsibilities include preparing policies and advisory guidelines; providing management with program/executive support for senior committees and special projects; coordinating the Ministry's reponse to regional development strategies and other proposed land uses; and arranging the technical review of projects subject to the Environmental Assessment Act as input to the Government Review.

The Noise Assessment & Systems Support Unit (440-3588) assists regional and district offices by evaluating the relationship between new or existing land use and **noise** or vibration impacts (e.g. new development proposals, highways, railway, aircraft etc.). Emissions from sources of environmental noise and vibration, and control and abatement of sources under provincial jurisdiction are measured and analyzed. The unit also reviews noise and vibration potential from projects subject to the **Environmental Assessment Act**. Responsibilities include developing policy, acoustics criteria, guidelines and standards; promoting the Model Municipal Noise Control By-law for adoption by **municipalities**; providing training and certification of municipal noise control officers, municipal land use planners and building department personnel, and plant operators; and supplying the public, consultants, developers, industry and municipal employees with information on noise and vibration policies and guidelines. This unit also provides the branch with systems support for all computer applications, implementation of the Local Area Network, and program design for Certificates of Approval administration.

APPROVALS BRANCH MOE 43
INDUSTRIAL APPROVALS SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

This section processes applications submitted by the industrial sector for the establishment of **industrial** liquid effluent treatment works, **air** emission control devices, solid and liquid **waste** disposal facilities and disposal systems, as required by the Ontario Water Resources Act and/or the Environmental Protection Act. The section also coordinates the Ministry's reviews of proposals for solid and liquid waste disposal facilities and systems submitted to the Minister under the Environmental Assessment Act.

APPROVALS BRANCH MOE 44
MUNICIPAL APPROVALS SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

This section processes applications submitted by the municipal and private sectors for the establishment of **municipal water** and sewage works, including water distribution sys-

tems, water storage facilities, potable water supplies, sanitary and storm sewers, storm water management work, sewage pumping stations, force mains and sewage treatment works, as required by the Ontario Water Resources Act, the Environmental Protection Act and the Environmental Assessment Act.

The On-Site Sewage Systems and Boating Unit coordinates the On-site Sewage Program (Part VII) and the Boating/Marina Program, under the Environment Protection Act. Applicants for Certificates of Approval under Part VII should contact the local Health Units listed under the Public Health Agencies entry of the Ministry of Health, or the regional or district offices listed under the Operations Division, Ministry of the Environment.

APPROVALS BRANCH MOE 45
ADMINISTRATION AND RECORDS SERVICES SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

This section provides administrative support services to the branch.

The section issues licences to installers of **septic systems** and haulers of sludge/sewage from septic tanks/holding tanks. Applicants should initially contact the regional and district offices listed under Ministry of the Environment, Operations Division.

The Pesticides Licencing Unit issues exterminator, operator and vendor **licences** for the sale and use of **pesticides**.

PROJECT ENGINEERING BRANCH MOE 46
PROJECTS SECTION
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3796

The Projects Section coordinates the development and construction of Ministry capital projects, e.g. **water** supply, **sewage** systems and water **pollution control** facilities for municipalities. Arrangements are made for design work and financial analysis, including details on grants available, calling of **tenders** and awarding of contracts, and project management by the Ministry. The section also administers **grants** for certain sewage and water works to municipalities qualifying under the Ministry's priority rating system and to small communities for upgrading private sewage or water systems. For information, contact regional or district offices listed under Ministry of the Environment, Operations Division.

PROJECT ENGINEERING BRANCH MOE 47
CONTRACTS, CLAIMS, AND GRANTS REVIEW SECTION
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3780

The Contracts, Claims, and Grants Review Section responds to contractual, **lien**, **bond** and insurance-related claims arising out of Ministry capital projects. **Tenders** are received and execution is arranged for construction contracts. The section carries out engineering audits of municipal water and sewage works projects funded by Ministry grants. It administers the LifeLines program, and provides representation on committees

and drafts wording for national and provincial standards related to **water** and **sewage** works.

SPILLS ACTION CENTRE MOE 48
7 Overlea Blvd., 5th Flr.
Toronto M4H 1A8
416-965-9619
Toll-free 1-800-268-6060

The Spills Action Centre, staffed daily on a 24-hour basis, receives and records province-wide reports of spills as per legislated reporting requirements, and coordinates emergency response. The centre also deals with other **environmental emergencies** after regular office hours.

The **Contingency Planning Office** (965-9648) promotes planning by industries, municipalities, and federal and provincial agencies to control **pollution** caused by emergency spills of contaminants. The office also provides guidance pertaining to Part IX (**Spills Bill**) of the **Environmental Protection Act**.

OPERATIONS DIVISION

OPERATIONS DIVISION MOE 49
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4271

The Operations Division delivers all Ministry services to municipalities, individuals and corporations through a province-wide network of regional, district and sub-offices, as well as one head office.

The regional offices are organized functionally into three sections, each headed by a regional manager. The Abatement Section regulates and controls the amount of **pollutants** emitted by **industries**; controls pollution by **municipalities** and individuals; inspects commercial **water** and **sewage** treatment facilities and **waste** disposal sites; conducts special **environmental research** surveys and studies, e.g. **lakes** and **cottages**; administers funds from the **Waste Management Improvement Fund** to upgrade municipal waste disposal sites; and issues **licences** under the pesticides control program. In all district offices, there is one district officer in charge of Abatement. The Utility Operations Section provides assistance to municipalities regarding provincially-funded water and wastewater treatment plants. The Technical Support Section conducts monitoring, study and analysis of specific projects and ambient **air**, **land** and water conditions.

The Ministry's field offices are listed below. For toll-free service, ask the operator for Zenith 33220.

CENTRAL REGION

Regional & District Office
7 Overlea Blvd., 4th Flr.
Toronto M4H 1A8
416-424-3000

Barrie District Office
12 Fairview Rd.
Barrie L4N 4P3
705-726-1730

Muskoka-Haliburton District Office
Gravenhurst Plaza, General Delivery
Gravenhurst P0C 1G0
705-687-3408

Halton-Peel District Office
1235 Trafalgar Rd.
Oakville L6H 3P1
416-844-5747

Peterborough District Office
139 George St. N.
Peterborough K9J 3G6
705-743-2972

NORTHEASTERN REGION

Regional & District Office
199 Larch St., 11th Flr.
Sudbury P3E 5P9
705-675-4501

North Bay District Office
1500 Fisher St.
Northgate Plaza
North Bay P1B 2H3
705-476-1001

Parry Sound Sub-Office
74 Church St.
Parry Sound P2A 1Z1
705-746-2139

Sault-Ste. Marie District Office
445 Albert St. E.
Sault Ste. Marie P6A 2J9
705-949-4640

Timmins District Office
83 Algonquin Blvd. W.
Timmins P4N 2R4
705-268-3222

NORTHWESTERN REGION

Regional & District Office
P. O. Box 5000
435 James St. S., 3rd Flr.
Thunder Bay P7C 5G6
807-475-1205 Regional Office
807-475-1315 District Office

Kenora District Office
P. O. Box 5150
808 Robertson St.
Kenora P9N 1X9
807-468-5578

SOUTHEASTERN REGION

Regional & District Office
133 Dalton Ave.
P. O. Box 820
Kingston K7L 4X6
613-549-4000

Belleville Sub-Office
15 Victoria Ave.
Belleville K8N 1Z5
613-962-9208

Cornwall District Office
205 Amelia St.
Cornwall K6H 1B1
613-933-7402

Ottawa District Office
2378 Holly Lane
Ottawa K1V 7P1
613-521-3450

Pembroke Sub-Office
1000 MacKay St.
Pembroke K8B 1A3
613-732-3643

SOUTHWESTERN REGION

Regional Office
985 Adelaide St. S.
London N6E 1V3
519-661-2200

Chatham Sub-Office
c/o Ministry of Agriculture & Food
435 Grand Ave. W.
P. O. Box 726
Chatham N7M 5L1
519-354-2150

Clinton Sub Office
c/o Ministry of Agriculture & Food
20 King St.
P. O. Box 688
Clinton N0M 1L0
519-482-3428

Owen Sound District Office
1180-20th St. E.
Owen Sound N4K 6H6
519-371-2901

Sarnia District Office
265 Front St. N., Ste. 109
Sarnia N7T 7X1
519-336-4030

Windsor District Office
250 Windsor Ave., 6th Flr.
Windsor N9A 6V9
519-254-2546

WEST-CENTRAL REGION

Regional & District Office
Ontario Government Bldg.
119 King St. W., 12th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7640

Cambridge District Office
400 Clyde Rd.
P. O. Box 219
Cambridge N1R 5T8
519-653-1511

Welland District Office
637-641 Niagara St. N.
Welland L3C 1L9
416-384-9896

INVESTIGATIONS AND ENFORCEMENT BRANCH MOE 50
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3510
Fax 416-440-3539

The Investigations and Enforcement Branch is vested with the responsibility for all aspects of **environmental** enforcement within the Ministry. This mandate encompasses the enforcement of the **Environmental Protection Act, Ontario Water Resources Act**, **Environmental Assessment Act** and **Pesticides Act**. The branch complements the abatement and control activities of the Operations Division through effective investigation and enforcement activity.

Regional Offices are listed below.

West Central Region
119 King St. W., 9th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7716

Southeast Region
133 Dalton St.
P. O. Box 820
Kingston K7L 4X6
613-546-1705

Southwest Region
985 Adelaide St. S.
London M6E 1V3
519-661-2200

Northeast Region
199 Larch St., 11th Flr.
Sudbury P3E 5P9
705-675-4501

Northwest Region
435 James St. S., 3rd Flr.
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1545

Central Region
7 Overlea Blvd., 4th Flr.
Toronto M4H 1A8
416-424-3000

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of the Environment are listed below. Contact the information or communications branch for unlisted agencies.

ENVIRONMENTAL ASSESSMENT ADVISORY COMMITTEE MOE 51
1 St. Clair Ave. W., 9th Flr.
Toronto M4V 1K6
416-323-4800

This Committee advises the Minister of the Environment, upon request, on matters relating to the policy and application of the Environmental Assessment Act to public and

private sector projects and activities in Ontario. The committee also monitors all such requests and decisions.

ENVIRONMENTAL ASSESSMENT BOARD MOE 52
ENVIRONMENTAL ASSESSMENT ACT
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Environmental Assessment Board holds public hearings on the impact of major development proposals under the Environmental Assessment Act (**EAA**). After an **environmental assessment** and the Government's review have been made public, any person (including the Minister of the Environment) can request a hearing by written notice. The Board's decision may be varied or rescinded only by the Minister, with the approval of the Lieutenant-Governor-in-Council. Hearings are also held under three other statutes. For information, see the other entries under Ministry of the Environment, Environmental Assessment Board.

ENVIRONMENTAL ASSESSMENT BOARD MOE 53
ENVIRONMENTAL PROTECTION ACT
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Environmental Assessment Board holds public hearings on the issuance of certificates of approval for waste management facilities under the Environmental Protection Act (**EPA**). Hearings are mandatory to establish or extend waste disposal sites which accept the domestic garbage of 1500 or more people, and for hauled liquid industrial waste or **hazardous waste** disposal sites. Hearings are discretionary in other cases. The Board makes decisions which are appealable to Cabinet or to the Divisional Court on a matter of law.

ENVIRONMENTAL ASSESSMENT BOARD MOE 54
ONTARIO WATER RESOURCES ACT
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Environmental Assessment Board holds public hearings under the Ontario Water Resources Act (**OWRA**) with respect to applications for approval of the construction or extension of sewage works. Hearings are generally required when a **municipality** intends to establish or extend **sewage** works in or into another municipality but, if no objection to the proposal is received, a decision may be made without a hearing. Facilities within a single municipality may, but do not necessarily, require a hearing. The Board's decisions are appealable to Cabinet or to the Divisional Court on a question of law.

ENVIRONMENTAL ASSESSMENT BOARD MOE 55
CONSOLIDATED HEARINGS ACT
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

Under the Consolidated Hearings Act (**CHA**), the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under the Acts set out in the Schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the proponent, specifying the nature of the undertaking, required hearings, and governing Acts. The matter is then referred to the Chairmen of the two

boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council.

Under the Intervenor Funding Project Act, 1988, the Environmental Assessment Board holds hearings to determine whether **intervenors in hearings** before the board should receive funding from the proponent of the project for which approval is sought. Criteria for funding eligibility are set out in the Act. This Act also amends other **environmental** legislation to clarify that the Board can award costs under the Environmental **Assessment** Act, and that criteria used to determine cost awards are not limited to those used in the courts.

ENVIRONMENTAL APPEAL BOARD MOE 56
112 St. Clair Ave. W., 5th Flr.
Toronto M4V 1N3
416-323-5235
Fax 416-324-4908

The Environmental Appeal Board was established by the Environmental Protection Act, 1971. Under the **Environmental Protection Act**, the **Ontario Water Resources Act**, and the **Pesticides Act**, individuals or corporations who are directly affected by a decision can appeal to the Board. It may initiate an appeal hearing to confirm, alter or revoke a decision, and substitute its own opinion.

ONTARIO WASTE MANAGEMENT CORPORATION MOE 57
2 Bloor St. W., 11th Flr.
Toronto M4W 3E2
416-923-2918
Toll-free 1-800-268-1179

Regional Office
Village Square Mall
Highway 20 and Industrial Rd.
Smithville L0R 2A0
416-957-2367
Toll-free 1-800-668-9410

The Ontario Waste Management Corporation (**OWMC**) was established in 1981 to develop and implement a long-term, province-wide program for the treatment and storage of liquid **industrial** and **hazardous wastes**. OWMC also assists in the reduction, **recycling** and reuse of these wastes. The Corporation developed a five phase plan, called the **Facilities Development Process (FDP)**, to prepare recommendations on sites and facility design proposals under the provisions of the Environmental Assessment Act of Ontario. A key element of the FDP is public consultation. Information and planning decisions are publicized at the end of each phase, and the exchange of ideas, comments and opinions is actively encouraged.

In September 1985, the Corporation announced its selection of a preferred site in the Township of West Lincoln, Regional Municipality of Niagara. Study-related activities to assess background potential impacts on socio-economic, agricultural, hydrogeological/-geological, transportation, land use and atmosphere factors commenced on this site and vicinity in November, 1985.

The Corporation has completed its Environmental Assessment submission which will be reviewed by ministries and agencies before public hearings, under the Consolidated Hearings Act, can begin. OWMC also participates in **education** programs informing the public and industry on liquid industrial **waste** management, via audio-visual and printed

materials. For more information, contact the Communications Department.

PESTICIDES ADVISORY COMMITTEE MOE 58
135 St. Clair Ave. W., 9th Flr.
Toronto M4V 1P5
416-323-4552

This Committee advises the Minister of the Environment on matters pertaining to pesticides. It annually reviews the **Pesticides Act** and Regulations, and government publications respecting pesticides and the **control** of **pests**. The Committee also recommends classifications for all new **pesticide** products prior to their marketing and use in Ontario; administers and evaluates the results of a **research** program on pesticides; and publishes an annual report which is available to interested parties upon request. For other Ministry publications on pests and pest control, and information on pesticide licencing, contact the Hazardous Contaminants Branch, Agricultural and Industrial Chemicals Section.

RECYCLING ADVISORY COMMITTEE MOE 59
19 King St. W., 9th Flr.
Hamilton L8N 3Z9
416-521-7578

The Recycling Advisory Committee was formed by Government Order-in-Council in 1985 to advise the Minister of the Environment on measures promoting the establishment of multi-material source separation programs. Advice is also provided on matters relating to carbonated soft-drink containers regulations, Ontario Regulations 622, 623 and 633 (Environmental Protection Act, O.Reg. 623/85).

ENVIRONMENTAL COMPENSATION CORPORATION MOE 60
2300 Yonge St., Ste. 1203
Box 2382
Toronto M4P 1E4
416-323-4826

The Environmental Compensation Corporation (**ECC**) is an Ontario Crown Corporation established on November 29, 1985 to handle applications for **compensation** when loss or damage results from spills of **pollutants**. The ECC may authorize appropriate compensation payments for bodily injury, cleanup cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those damaged by a spilled pollutant which they neither owned nor controlled, and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation under Part IX of the Environmental Protection Act. The ECC has information brochures available to assist victims.

MISA ADVISORY COMMITTEE MOE 61
112 St. Clair Ave. W., Ste. 502
Toronto M4V 1N3
416-965-1400

The MISA (Municipal-Industrial Strategy for Abatement) Advisory Committee was formed by Order-in-Council in November 1986. This committee provides advice and recommendations to the Minister of the Environment on the content of draft regulations relating to the monitoring and control of waste water effuluents. The draft monitoring and limits regulations are prepared by industrial and municipal sectoral Joint Technical Committees under the direction of the MISA Office, Water Resources Branch. The committee's eight members review draft regulations and other issues on request, and provide an expert "third party" opinion. The Advisory Committee publishes an annual report which includes a compendium of advisory correspondence, and is available to interested

parties on request. A small library of MISA-related documents is maintained at the Advisory Committee offices.

ACTS

ACTS MOE 62

The Ministry of the Environment is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Consolidated Hearings Act, 1981
Environmental Assessment Act
Environmental Protection Act
Ministry of the Environment Act
Ontario Waste Management Corporation Act, 1981
Ontario Water Resources Act
Pesticides Act

MINISTRY OF FINANCIAL INSTITUTIONS

555 Yonge St., 8th Flr.
Toronto M7A 2H6

The Ministry of Financial Institutions has a two-fold mandate.

First, the Ministry regulates financial institutions in a manner which maintains their solvency, protects the interest of the public and ensures confidence in the system.

The second objective is to maximize the economic contribution of the financial institutional sector to the total economic growth of the Province.

The Office of the Superintendent of Insurance and the Office of the Superintendent of Deposit Institutions are the two operational units that pursue the Ministry's mandate through the monitoring and examination of deposit institutions and insurance institutions to ensure compliance with statutory obligations. The Ministry works closely with the Ontario Securities Commission the Pension Commission of Ontario and the Ontario Automobile Insurance Board in the areas of securities institutions, private pension plans and automobile insurance.

The administrative program encompasses the Deputy Minister's Office, Finance and Administration, the Policy and Planning Branch and the Legal Services Branch. Administrative support services are provided by the Ministry of Consumer and Commercial Relations.

DEPOSIT INSTITUTIONS DIVISION

DEPOSIT INSTITUTIONS DIVISION MFI 1
555 Yonge St., 6th Flr.
Toronto M7A 2H6
416-963-3174

The Deposit Institutions Division consists of two main areas of responsibility, headed by a Director of Credit Unions and Cooperatives, and a Director of Loan and Trust Corporations.

The Assistant Deputy Minister of the Division, who acts as the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking industry in order to ensure high levels of depositor safety.

CREDIT UNIONS AND COOPERATIVES SERVICES BRANCH MFI 2
555 Yonge St., 6th Flr.
Toronto M7A 2H6
416-963-0515

The Credit Unions and Cooperatives Services Branch, under the Superintendent of Deposit Institutions, administers the **Credit Unions and Caisses Populaires Act** and the **Cooperative Corporations Act**.

The branch enforces compliance with the Credit Unions and Caisses Populaires Act and ensures adherence to sound business and financial practices, through the examination process, to protect the interests of **credit union** and caisse populaire members and their deposits. Standards are established for capital and surplus, assets-liability matching and levels of liquidity. In addition, the branch **incorporates** credit unions, caisses populaires and cooperatives. Deposits in credit unions and caisses populaires are insured with the **Ontario Share and Deposit Insurance Corporation (OSDIC)**.

LOAN AND TRUST CORPORATIONS BRANCH MFI 3
555 Yonge St., 7th Flr.
Toronto M7A 2H6
416-963-3532

The Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the **Loan and Trust Corporations Act** and the **Mortgage Brokers Act**.

The branch **licences** and regulates **loan** companies, **trust companies** and **mortgage brokers**, and answers inquiries from savers and borrowers on proposed registrations. Deposits with Ontario registered loan and trust companies are insured with the **Canada Deposit Insurance Corporation**.

INSURANCE DIVISION

INSURANCE DIVISION MFI 4
10 Wellesley St. E., 3rd Flr.
Toronto M7A 2J3
416-326-9200

The Insurance Division, headed by the Superintendent of Insurance, consists of three branches: Service Development Branch; Licensing and Examinations Branch; Motor Vehicle Accident Claims Fund/Agents and Adjusters Branch.

The Superintendent of Insurance regulates the business of insurance in Ontario by monitoring solvency and the application of fair business practices. The major functions of this office are to licence insurers, agents and adjusters in Ontario; supervise the provincial insurance industry; administer and enforce insurance laws and regulations, and administer the Motor Vehicle Accident Claims Fund.

The Insurance Division administers the provisions of the **Guarantee Companies Securities Act, Insurance Act, Investments Contracts Act, Marine Insurance Act, Prepaid Hospital and Medical Services Act, Registered Insurance Brokers of Ontario Act**, Compulsory Automobile Insurance Act, Motor Vehicle Accident Claims Act, and **Canadian Insurance Exchange Act, 1986**.

SERVICE DEVELOPMENT BRANCH MFI 5
10 Wellesley St. E., 3rd Flr.
Toronto M7A 2J3
416-326-9200

The Service Development Branch monitors market conduct and business standards, investigates complaints against insurance companies, and disseminates information on insurance-related matters to assist **consumers**.

LICENSING AND EXAMINATIONS BRANCH MFI 6
10 Wellesley St. E., 3rd Flr.
Toronto M7A 2J3
416-326-9143 (Corporate Licensing)
416-326-9200 (Examinations)

The Licensing & Examinations Branch licences and regulates the solvency of **insurance** companies. The federal government (Office of the Superintendent of Financial Institutions) regulates federally registered insurers. The branch also **licences** and regulates prepaid **hospital** and **medical** associations, and **mutual benefit** and **fraternal societies**. It maintains records to provide information to the public regarding chief agents and addresses of insurance companies.

MOTOR VEHICLE ACCIDENT CLAIMS FUND/AGENTS AND ADJUSTERS BRANCH MFI 7
101 Bloor St. W., 8th Flr.
Toronto M5S 2Z5
416-963-0501 (MVAC)
416-963-0481 (Agents & Adjusters)

The Motor Vehicle Accident Claims Fund (**MVAC**), formerly called the Unsatisfied Judgement Fund, administers the provisions of the **Motor Vehicle Accident Claims Act**.

This branch provides automobile **accident compensation** (max. $200,000) to victims injured by motor vehicles without insurance, and for certain types of property damage. In the case of damage to property not otherwise insured against vehicle impact (e.g. hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. A deductible of $100 applies to all property damage claims. The branch also attempts to recover monies from debtors paid out on their behalf.

Effective March 1, 1980, the **Compulsory Automobile Insurance Act** requires insurance of automobiles operated in Ontario, and provision of automobile policies for uninsured motorist coverage. Persons covered under the policy must apply to their own automobile insurance company for compensation.

The Agents and Adjusters Section provides for the licensing and regulation of Ontario's life insurance agents, other than life agents and adjusters. The branch also registers salespeople under the Investment Contracts Act.

ONTARIO SECURITIES COMMISSION

ONTARIO SECURITIES COMMISSION MFI 8
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681

The Ontario Securities Commission maintains a list of **reporting issuers** and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors (593-8325). It processes **prospectus** offerings of **securities** and applications for exemption, as well as applications for transfer or release of securities from escrow (593-8234 - Solicitors, 593-8242 - Accountants). The Commission **registers** and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities (593-8284) and answers general questions about **commodity** futures trading (593-8279).

The Ontario Securities Commission administers the following legislation: **Commodity Futures Act; Deposits Regulation Act**; **Securities Act; Toronto Futures Exchange Act, 1983; Toronto Stock Exchange Act, 1982**; certain provisions of the **Business Corporations Act, 1982**; and certain provisions of the **Corporations Act**.

PENSION COMMISSION OF ONTARIO

PENSION COMMISSION OF ONTARIO MFI 9
101 Bloor St. W., 9th Flr.
Toronto M7A 2K2
416-963-0522

The Pension Commission of Ontario administers the **Pension Benefits Act**, 1987, which requires the **registration** and regulation of all private (i.e., company) **pension** plans covering **employees** in Ontario. The Commission also provides information and advice to the

general public, pension plan administrators and the pension industry regarding Ontario's legislated requirements for private pension plans. The Commission does not handle any of the federal pension plans or provincial social service programs.

ONTARIO AUTOMOBILE INSURANCE BOARD

ONTARIO AUTOMOBILE INSURANCE BOARD MFI 10
5 Park Home Ave., 4th Flr.
North York M2N 6L4
416-222-2886
Toll-free 1-800-668-0128 (English)
Toll-free 1-800-668-0249 (French)
Fax 416-730-7761

The Ontario Automobile Insurance Board, established by the **Ontario Automobile Insurance Board Act, 1988**, has a mandate to: determine classes of risk exposure for categories of **automobile insurance**; set automobile insurance rates or ranges of rates in the Province; and approve company-specific automobile insurance rates. The Board also provides information and advice to the general public and the insurance industry on the classification plan and Board-set automobile insurance rates.

ACTS

ACTS MFI 11

The Ministry of Financial Institutions is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index.

Auto Insurance Rates Control Act, 1989
Canadian Insurance Exchange Act, 1986
Central Trust Company Act, 1983
Commodity Futures Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Credit Unions and Caisses Populaires Act
Crown Trust Company Act, 1983
Deposits Regulation Act
Guarantee Companies Securities Act
Insurance Act
Investment Contracts Act
Loan and Trust Corporations Act, 1987
Marine Insurance Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Automobile Insurance Board Act, 1988
Ontario Credit Union League Limited Act, 1972
(unconsolidated and unrepealed)
Ontario Deposit Insurance Corporation Act
Pension Benefits Act, 1987
Prepaid Hospital and Medical Services Act
Registered Insurance Brokers Act
Securities Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act, 1982

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

OFFICE OF FRANCOPHONE AFFAIRS FRANC AFF 1
Mowat Block, 4th Flr.
900 Bay St.
Toronto M7A 1C2
416-965-3865

The Office of Francophone Affairs provides the policy framework for the development of French language initiatives and services throughout the Ontario Government. The Office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of **French language services** and on relations with the **Franco-Ontarian** community. The Office offers **grants** to assist community services or activities for francophones. It provides **information** in French on government programs and services through **Renseignements Ontario**, which can be reached by calling 1-800-268-7507 (toll free). For area code 807, call collect 416-965-3865.

OFFICE DES AFFAIRES FRANCOPHONES

L'Office des affaires francophones est chargé de l'élaboration des politiques relatives au développement des initiatives et des services en français pour l'ensemble du gouvernement de l'Ontario. L'Office agit en tant que conseiller principal du gouvernement, par le biais du ministre délégué aux Affaires francophones et du premier ministre, dans les domaines du développement et de la mise en oeuvre des services en français et des relations avec la population francophone de l'Ontario. L'Office accorde des subventions afin de contribuer aux services et aux activités communautaires à l'intention des francophones. Il offre également un service d'information en français sur les programmes et les services du gouvernement: Renseignements Ontario peut être rejoint en composant sans frais le 1-800-268-7507. Si votre indicatif régional est 807, composez à frais virés le 416-965-3865.

ONTARIO FRENCH LANGUAGE SERVICES COMMISSION FRANC AFF 2
Mowat Block, 4th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-0598

The Ontario French Language Services Commission has been established for a three year period as part of Bill 8, an Act to provide for **French language services** in the Government of Ontario (Nov. 1986). The Commission reviews the availability and quality of French language services, recommends the designation of public service agencies and their locations, and advises on other matters related to francophone services. The Commission is composed of a full-time Chairman and four part-time members, and reports to the Minister Responsible for Francophone Affairs. (The Commission is being phased out and will be closing Nov. 18, 1989. All responsibilities will be transferred to the Office of Francophone Affairs).

COMMISSION DES SERVICES EN FRANÇAIS DE L'ONTARIO

La Commission des services en français de l'Ontario a été établie pour trois ans à partir de l'adoption du projet de loi 8 en novembre 1986, Loi assurant la prestation de services en français par le gouvernement de l'Ontario. La Commission doit examiner la disponibilité et la qualité des services en français, recommander la désignation des organismes offrant des services publics et l'ajout à l'annexe de régions désignées, ainsi que faire des recommandations sur la prestation des services en français en général. La Commission se

compose d'un président à temps plein et de quatre membres à temps partiel, elle se rapporte au Ministre délégué aux Affaires francophones.

(La Commission sera dissoute et fermera le 18 novembre 1989. Toutes responsabilités seront alors transférées à l'Office des affaires francophones).

ACTS

ACTS FRANC AFF 3

The Minister Responsible for Francophone Affairs administers the Act listed below.

French Language Services Act, 1986

MINISTRY OF GOVERNMENT SERVICES

Ferguson Block
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3

Created in 1972 to combine the functions of former departments, including Public Works, the Ministry of Government Services has gradually broadened its responsibilities and mandate over the years. Today, the Ministry is concerned with virtually every aspect of the Ontario Government's "working environment', including building design and management, computers and telecommunications, supply and services, purchasing, and employee benefits. Clients include all provincial ministries, agencies, boards, commissions and the general public.

Centralized services such as collective purchasing, assets disposal, translation, government mail, central collection and Citizens' Inquiry are available.

The Ministry is responsible for ensuring that provincial real property supports the government's social and economic objectives and programs. Additional responsibilities include planning and marketing of provincial lands not required for ministries' program needs, and administration and sale of mortgages available under various provincial housing programs.

Accommodation for the Ontario Government, which accounts for the bulk of the Ministry's budget and staff, includes construction, renovations, repairs, maintenance and leasing of buildings which house government operations.

Information technology services and products, including computers, telephones, data transmission facilities and audio and video technologies, are provided by the Ministry. Its three major computer centres, with 8,500 terminals, handle the majority of the government's shared computing resources.

The Ministry has four divisions, as well as a Communications Services Branch. The four divisions are: Realty Group, Computer and Telecommunication Services, Supply and Services, and Finance and Administrative Services.

The Ministry is also responsible for government-wide coordination of the Northern Ontario Relocation Program, a key component of the government's northern economic diversification initiatives. The program involves relocating several ministries' head office programs to selected northern Ontario communities.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH MGS 1

Ferguson Block, 12th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-6683

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas. Branch coordinators provide internal and external communications services including communications planning, media liaison, special events, photographic services, speech writing, news releases, audio-visual presentations and publications.

Seminars and workshops are organized by the branch to assist Ministry staff in providing high quality customer service to clients.

The branch is also responsible for the Government of Ontario Art Collection, valued at approximately $10 million. A curator (965-6824) handles cataloguing of original paint-

ings and sculptures and restoration and **exhibition** of the collection, and serves as a member of the Art Advisory Committee.

The **Media Studio** (965-1164), located in the Legislative Building for the use of Members of Provincial Parliament, reports to the branch.

FINANCE AND ADMINISTRATIVE SERVICES DIVISION

FINANCE AND ADMINISTRATIVE SERVICES DIVISION — MGS 2
Ferguson Block, 12th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3

The division provides a wide range of administrative support services for Ministry programs, including: human resources, audit, finance and office services, information technology, legal and strategic planning services. It also holds administrative responsibility for the Office of the Lieutenant Governor, Ontario Women's Directorate, Office For Disabled Persons, and Office of Senior Citizens Affairs.

POLICY AND PLANNING SECRETARIAT — MGS 3
Ferguson Block, 7th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-5690

The Policy and Planning Secretariat provides advisory support service to the Ministry in policy analysis and research, policy development, strategic planning, activity review and administrative policies and procedures. The Secretariat deals with Cabinet Office and committees regarding policy matters, maintains contacts with policy and planning organizations in other ministries and jurisdictions, coordinates non-commissioned polls for the government, revises the MGS Policies and Procedures manual on an ongoing basis, and publishes "Outlook" and "Strategic Direction" annually. The Secretariat includes the **Freedom of Information** Office (965-3342) which administers the Freedom of Information and Protection of Privacy Act within the Ministry.

FINANCE AND OFFICE SERVICES BRANCH — MGS 4
Ferguson Block, 9th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-2153

The Finance and Office Services Branch provides financial and administrative support to the Ministry and other clients.

Financial Services is responsible for the treasury, controllership, payment and revenue control functions, including financial liaison with the Management Board of Cabinet, Treasury, Provincial Auditor and other ministries, boards, commissions, and agencies.

Office Services handles centralized purchasing, records management, office accommodation, asset control and employee parking.

AUDIT BRANCH MGS 5
George Drew Bldg., 13th Flr.
25 Grosvenor St.
Toronto M7A 1Y3
416-965-4805

This branch provides professional internal auditing services to management through an objective assessment of the internal and management controls under which Ministry programs and activities operate.

LEGAL SERVICES BRANCH MGS 6
Ferguson Block, 3rd Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-1141

Legal services are provided to the Ministry by this branch in the areas of conveyancing and contracts, e.g. the acquisition (including **expropriation**), sale and lease of **land, buildings** negotiation and formulation of building contracts, and contracts for goods and services. The branch offers legal opinions to the Ministry on its areas of responsibility, and provides litigation services in the collection of outstanding accounts.

SYSTEMS BRANCH MGS 7
Ferguson Block, 4th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-4771
Fax 416-965-3745

The Systems Branch is responsible for the development, implementation and maintenance of information **technology** in support of Ministry programs. In addition, the branch provides internal consulting, training and advisory services related to information technology.

HUMAN RESOURCES SERVICES BRANCH MGS 8
Ferguson Block, 8th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-7011
Fax 416-324-4905

Services provided by this branch include establishment of appropriate classification levels for Ministry employees; recruitment; occupational health and safety; human resources planning; **Employment Equity**; training and development; employee counselling; benefits and pay administration; employee relations; grievance administration; and all matters affecting employee working conditions. The branch maintains the Ministry's personnel and employee benefit records; liaises with the Human Resources Secretariat and the Ontario Public Service Employees' Union (OPSEU); and ensures that personnel policies and standards outlined by the Secretariat, the Collective Agreement and legislation are effectively administered for all employees. The branch is also responsible for facilitating the implementation of Pay Equity requirements in the Ministry.

SUPPLY AND SERVICES DIVISION

SUPPLY AND SERVICES DIVISION MGS 9
Ferguson Block, 12th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-1206

The Supply and Services Division provides a range of common support services which promote effective delivery of Ontario Government programs, a safe working environment, and access to government for the general public and supplier community.

HUMAN RESOURCE INFORMATION SERVICES BRANCH MGS 10
101 Bloor St. W., 2nd Flr.
Toronto M5S 1P7
416-965-6339

The Human Resource Information Services (**HRIS**) Branch is designed to allow for the development of a Corporate Human Resources Information System to meet the Ontario Government's future business requirements for an enhanced payroll and personnel system. The branch is also responsible for the maintenance and operation of the IPPEBS and CARS systems.

HUMAN RESOURCE INFORMATION SERVICES BRANCH MGS 11
DATA SERVICES SECTION
George Drew Bldg., 15th Flr.
25 Grosvenor St.
Toronto M7A 1R1
416-965-6541

The Data Services Section operates and maintains the Integrated Payroll, Personnel and Employee Benefits System (**IPPEBS**) and the **Central Attendance Recording System (CARS)** for **employees** of the **Ontario Public Service**. Central agencies and all ministries receive a variety of services from the systems, including: **pay** lists, cheques, work history data, ministry organization structures, status changes of employees, **pension** contribution data, life **insurance**, **Ontario Health Insurance** information, T-4 income **tax** forms, salary structures and various **statistical** analyses. Inquiries should be directed to Personnel or Payroll branches of the Ministry concerned or to special services analysts within the Human Resource Information Services Branch.

EMPLOYEE HEALTH AND SAFETY SERVICES BRANCH MGS 12
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-965-7350

The Employee Health and Safety Services Branch provides client ministries with employee counselling, rehabilitation, and health and safety services.

Employee Counselling Services (965-5161) offers confidential **counselling** and referral to employees of the **Ontario Public Service** (OPS). Other activities include coordinating an interministerial program of **rehabilitation** services for OPS employees experiencing long-term illness and/or **disability**; assisting OPS employees with **child** care arrangements (965-9953); and providing training programs and individual consultations to managers, supervisors and **personnel** administrators in dealing with work performance problems.

Employee Health Services (965-6751, Rm. M1-73 Macdonald Block, Queen's Park, Toronto M7A 2C1) provides **health** surveillance programs for employees exposed to designated or **toxic** substances, health promotion and education, and direct health services for employees of the Ontario Public Service at their places of work in Toronto. Confidential assistance is available to employees for prevention and treatment of conditions of ill health, and advice is given to management and employees throughout the province on occupational health and safety matters. Health Centres are located at the Macdonald Block, Queen's Park; Legislative Building; 1201 Wilson Ave., East Building; 400 University Ave.; 15 Overlea Blvd.; 555 Yonge Street; 2195 Yonge Street; 77 Bloor Street West; 81 Resources Road; 135 St. Clair Ave. West.

The Safety Services Section (965-6517) provides, upon request, occupational **safety** services and advice to Ontario Government ministries. Building fire safety inspections are conducted in government owned and leased premises. The section also develops evacuation plans, in cooperation with building occupants. Building air quality testing and monitoring are undertaken, as appropriate, and on request.

EMPLOYEE PENSIONS AND BENEFITS ADMINISTRATION BRANCH — MGS 13
George Drew Bldg., 17th Flr.
25 Grosvenor St.
Toronto M7A 1R1
416-326-3860

The Retirement and Benefit Plan Administration Section (326-3860) administers **benefit plans** for employees of the **Ontario Public Service** (OPS) in accordance with the **Public Service Superannuation Act**, the **Superannuation Adjustment Benefits Act**, the **Pension Benefits Act** and various insurance contracts. Current and retired OPS employees and dependent survivors are informed of the benefits available.

PURCHASING SERVICES BRANCH SUPPLIER INFORMATION SERVICE (SIS) — MGS 14
Ferguson Block, 6th Flr.
77 Wellesley St. W.
Toronto M7A 1N3
416-965-6937

The Purchasing Services Branch maintains an automated Supplier Information Service for goods and services purchased by the Ontario Government. This one-window registration point, available for all suppliers who wish to do business with the Ontario Government, will be fully implemented by April, 1990.

PURCHASING SERVICES BRANCH COLLECTIVE PURCHASING SECTION — MGS 15
Ferguson Block, 6th Flr.
77 Wellesley St. W.
Toronto M7A 1N3
416-965-4751

This section establishes government-wide standing offers and standing agreements for the **purchase** of commonly used commodities and services.

PURCHASING SERVICES BRANCH MGS 16
OFFICE PRODUCTS CENTRE
3B-9 Macdonald Block
Queen's Park, Toronto M7A 2G4
416-965-7072

The Office Products Centre (OPC) negotiates and administers corporate contracts for office supplies and equipment, furniture and paper products. The Centre purchases, warehouses and distributes office supplies, equipment and Ontario **souvenirs** province-wide, on a charge-back basis to Government offices.

Services offered by the Centre (via OPC form #7540-1002) include the purchase and distribution of business cards, and provision of office furniture through the Priority Stock Furniture Program.

SOUVENIR OUTLETS

Ellen Fairclough Bldg.
119 King St. W.
Hamilton L8N 3Z9

Ministry of Revenue Bldg.
33 King St. W.
Oshawa L1H 8H5

Access Ontario
10 Rideau St.
Ottawa K1N 9J1

Ontario Government Bldg.
700 North Christina St.
Sarnia N7V 3C2

Ontario Government Bldg.
199 Larch St.
Sudbury P3E 5P9

Ontario Government Bldg.
435 S. James St.
Thunder Bay P7C 5G6

Legislative Bldg.
Main Lobby
Queen's Park, Toronto M7A 1A2

PURCHASING SERVICES BRANCH MGS 17
PRINTING SERVICES
Ferguson Block, 6th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-3004

Printing Services handles contracting for all legislative printing, including **legislation (bills** and regulations) and the **Ontario Gazette; purchases** printing services from the private sector; and offers a **graphic** design purchasing service to all ministries. An in-house copy centre services ministries on a charge-back basis. This section also coordinates the government-wide **Standard Forms Program** as a central common service.

PURCHASING SERVICES BRANCH MGS 18
ASSETS DISPOSAL SERVICE
185 Judson St.
Mimico M8Z 1A5
416-259-7809

The Assets Disposal Service is a mandatory common service for all ministries and agencies. The warehouse receives, stores and arranges recycling or disposal of **surplus** furniture, office equipment and materials. "Cash and Carry" sales of surplus equipment and material are periodically organized for the public and **charitable organizations**. An Assets Disposal Warehouse has opened in Sudbury for recycling and disposal of surplus office furniture, equipment and materials.

PURCHASING SERVICES BRANCH MGS 19
PUBLIC TENDERS OFFICE
Macdonald Block, Rm. M1-43A
900 Bay St.
Queen's Park, Toronto M7A 1N3
416-965-1152
Fax 416-965-9307

The Public Tenders Office processes government **tenders**, at the request of client ministries, in a consistent manner ensuring equal opportunity for all suppliers.

INFORMATION SERVICES BRANCH MGS 20
Ferguson Block, 7th Flr.
77 Wellesley St. W.
Queen's Park Toronto M7A 1N3
416-965-4900

The Information Services Branch provides essential information and related services to client ministries and the public. These include: Government Mail Service (which handles regular mail, mass mail and courier and messenger services); Access and Inquiry Services; Translation Service; Publications Ontario (which markets and distributes Ontario Government publications); and the Records Centre.

Services are described individually in the entries that follow.

INFORMATION SERVICES BRANCH MGS 21
RECORDS CENTRE SERVICES
3215 Erindale Station Rd.
Mississauga L5C 1Y5
416-279-5493

The Records Centre serves as custodian and provides secure storage and retrieval services for the inactive **records**, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

INFORMATION SERVICES BRANCH MGS 22
GOVERNMENT MAIL SERVICE
Macdonald Block, 2B-18
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-6902

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation, and inter-ministry mail in Metro Toronto. This office also provides a contractual mail service on a charge-back basis, which includes a mailing list service and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Emergency **mail service** is coordinated during postal disruptions.

INFORMATION SERVICES BRANCH MGS 23
TRANSLATION SERVICE
Ferguson Block, 7th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-2891

This section provides ministries and Schedule I agencies with mandatory and/or optional **translation** services from English to **French** and French to English on a charge-back

basis. It also provides ministries with linguistic services, such as standardization of official French terminology, and advice on private sector suppliers of translation services.

INFORMATION SERVICES BRANCH MGS 24
ACCESS AND INQUIRY SERVICES
Macdonald Block, Room M1-51
900 Bay St.
Queen's Park, Toronto M7A 1N3
416-965-3535

Access and Inquiry Services Section manages the Citizens' Inquiry Bureau, Access Ontario, the Queen's Park Switchboard, and Databases and Directories.

Citizens' Inquiry Bureau is an information and referral service for government programs and services. It serves the public directly, and acts as a backup resource for government offices, MPPs, community information centres, libraries and private organizations. In the Toronto area call 965-3535; collect calls are accepted from other locations within Ontario. The Bureau administers **Ontario 20**, a write-in program for accessing government in languages other than English and French. A TDD (Telecommunication Device for the **Deaf**) service allows the hearing impaired to access information on government services and programs. The TDD service may be reached by calling 965-5130 in Toronto or by dialing 1-800-268-7095 from all other locations.

Access Ontario (Rideau Centre, 50 Rideau St., Ottawa K1N 9J1, 613-566-2721) is a storefront Ontario Government office, operating a bilingual **information** and referral service for telephone, walk-in and written inquiries. It offers a range of free and priced **publications**, sells Ontario Government **souvenirs**, and displays exhibits on various government and community programs throughout the year. Access Ontario is open 6 days a week, from 8:00 am to 6:00 pm on Monday, Tuesday and Wednesday, and from 8:00 am to 9:00 pm on Thursday and Friday. On Saturday, the Centre is open from 9:30 am to 11:30 am and from 12:30 pm to 6 pm. Outside the Ottawa calling area, ask the operator for Zenith Ontario. For hearing or speech impaired callers, the TDD number is 566-2761.

Queen's Park Switchboard (965-6664) provides a 24-hour **telephone** switchboard service for the Government of Ontario. Teleconferencing service (963-2266) is provided to government personnel by appointment from 8:00 am to 6:00 pm, Monday to Friday, and at other times by special arrangement.

Databases and Directories (965-7135) collects and assembles non-confidential information for identifying and locating Ontario Government programs, services, organizations and personnel. This information is offered in published and electronic form to facilitate internal and public access to the Ontario Government.

Two inquiry service systems are available to help ministries answer public inquiries. **GUIDE** is an online service which contains data on government offices, services and personnel. **TOPICS** is printed reference material which provides provincial, federal, municipal government and non-government sources of information. Published directories include the Government of Ontario Telephone Directory and the KWIC Index to Services. The capability exists to publish custom telephone **directories**, and provide information in electronic form.

INFORMATION SERVICES BRANCH MGS 25
PUBLICATIONS ONTARIO
880 Bay St., 5th Flr.
Toronto M7A 1N8
Mail Order: 416-326-5300
Toll-free 1-800-668-9938

Publications Ontario maintains an inventory of Ontario Government **publications** for distribution to the public, other ministries and public libraries through a province-wide library depository system. Free or priced publications, including **Hansard, Ontario Gazette**, and **legislation (bills** and regulations), can be obtained by personal shopping at the outlets listed below. For mail order inquiries, in Toronto call 326-5300; from other communities, call toll-free 1-800-668-9938. Prepayment is required. Cheques should be made payable to the Treasurer of Ontario; Visa and Mastercard are accepted.

PERSONAL SHOPPING

Access Ontario
50 Rideau St.
Ottawa K1N 9J1

Renouf Publishing Company
61 Sparks St.
Ottawa K1P 5R1

Publications Ontario
880 Bay St
Toronto M7A 1N8

Windsor Public Library Bookstore
850 Ouellette Ave.
Windsor N9A 4M9

GENERAL SERVICES BRANCH MGS 26
George Drew Bldg., 16th Flr.
25 Grosvenor St.
Toronto M7A 1R2
416-965-2906
Fax 416-324-4860

The General Services Branch provides Ontario Government ministries with operational support services, including collection service, insurance and risk management, preparation of official documents and employee volunteer programs. These services are described individually in the entries that follow.

GENERAL SERVICES BRANCH MGS 27
EMPLOYEE VOLUNTEER PROGRAMS
101 Bloor St. W., 4th Flr.
Toronto M5S 2Z7
416-965-6489
Fax 416-324-6772

Employee Volunteer Programs organizes the Employee United Way campaigns throughout the Province of Ontario. This office also coordinates Employee Blood Donor Clinics and the Federated Health campaign within the Metro Toronto region.

GENERAL SERVICES BRANCH MGS 28
CENTRAL COLLECTION SERVICE
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-965-5195
Toll free 1-800-387-5604
In Area Codes 705, 519, 613, 416
Fax 416-965-9240

Central Collection Service (CCS) collects **debts** owing to the government and tenders out contracts to private collection agencies.

GENERAL SERVICES BRANCH MGS 29
INSURANCE AND RISK MANAGEMENT SECTION
George Drew Bldg., 1st Flr.
25 Grosvenor St.
Toronto M7A 1N3
416-965-6254
Fax 416-965-5165

The Insurance and Risk Management Section **purchases insurance** for the government, and advises all Ontario ministries and special purpose bodies on insurance coverage, excluding employee benefits. For information on Ontario Government employee benefits, call Employee Pensions and Benefits Administration Branch (326-3860).

GENERAL SERVICES BRANCH MGS 30
OFFICIAL DOCUMENTS SECTION
Hearst Block, 3rd Flr.
900 Bay St.
Queen's Park, Toronto M7A 1N3
416-965-5741
Fax 416-324-4904

The Official Documents Section prepares, records, **microfilms**, searches, and makes copies of official Ontario **documents**, e.g., **land** patents. For details of land patents, contact the Ministry of Natural Resources (965-1319). Notarized documents and **affidavits** are **certified** by the section. The Scrolls Office (965-5733) prepares congratulatory **scrolls** for Ontario citizens, on request, to acknowledge 80th birthdays and over, 40th wedding anniversaries and over at five year intervals, or other significant accomplishments of individuals, municipalities and organizations. It also prepares **Certificates of Appointment** under the Great Seal of the Province of Ontario and the **Privy Seal** of the Lieutenant Governor.

COMPUTER AND TELECOMMUNICATION SERVICES

COMPUTER AND TELECOMMUNICATION MGS 31
SERVICES
155 University Ave.
Toronto M5H 3B7
416-865-5000

Computer and Telecommunication Services (CTS) delivers Ontario Government programs through the application of information **technology**.

Through the **Ontario Communications Network**, CTS provides the provincial government with a range of specialized **telecommunication** services such as audio and video **teleconferencing**, **facsimile** and **radio** communication systems. Ontario Government employees have access to low-cost calling for government business.

CTS operates 2 shared computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario Government's data network. These centres process Ontario Health Insurance payments; provide on-line information to police departments; support province-wide driver and vehicle licensing offices and government payroll; and provide processing services, information storage and printing. CTS supports **computer** processing on the customer's site (facilities-managed sites) and undertakes the acquisition, implementation, operation, and management of such facilities.

Customer Product Support maintains the **software products** necessary to operate the data centres and facilities-managed sites (located on clients' premises), and supports specialized software packages to meet its customers' requirements in data base management, **statistical** analysis, and financial planning. For information, call the Customer Product Support Coordinator at 865-4709.

Education Services provides clients with information technology instruction and training support in mainframe programs, microcomputer products, word processing, office automation, telecommunications, etc. All education courses can be customized, on request, to suit specific client needs. For more information, call the Education Services Registrar at 865-4794.

Customer Support offers advice on shared computer processing, facilities-managed computer operations, data base systems, **office automation**, computerized telephone systems, and distributed computer systems. Customer Support works with clients to develop and deliver effective, technically-viable solutions to meet its customers' business needs. For more information, call the Customer Support Manager at 865-4833.

The Service Desk provides one-window access to customers' service needs. It offers support services on CTS mainframe hardware, software, the Ontario Communications Network, Job Control Language, and production and utility services. All Service Desk inquiries are tracked, from the time they are made, to provide the highest service levels possible. Customers can reach the **Service Desk** at 963-3900.

CTS is in the process of implementing digital **telephone** systems in Ontario Government offices. These advanced systems provide convenient features at a low cost to the government. For information on the program, call the Manager of Acquisitions at 865-4701.

ASSISTANT DEPUTY MINISTER - REALTY GROUP

LAND DEVELOPMENT BRANCH MGS 32
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6016

The branch is responsible for the planning and development of **lands** where title is held by the Ministry of Government Services.

Under the Planning Act, the branch seeks approval for official plan amendments, zoning by-laws, subdivision agreements and severances. It also manages external consulting and contracting services.

LAND MARKETING BRANCH MGS 33
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6770
Fax 416-585-4005

The Land Marketing Branch is responsible for the marketing and sale of provincial real estate for residential, commercial and industrial development. Activities include developing financial and economic strategies and plans, and providing market analysis. The

branch also handles the legal administration and sale of acquired properties, as well as the **Agricultural Land Sales Program**.

LAND MANAGEMENT BRANCH MGS 34
777 Bay St., 15th Flr.
Toronto M5G 2E5
416-585-4212

The Land Management Branch performs **appraisals, surveys, negotiations** and **expropriations** for the acquisition of real estate. The Surveys and Documents Section is located in the Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3 (965-6748).

The branch also provides property management services for the Ministry's revenue producing properties under lease to private tenants. There are three field offices: Green River, P. O. Box 190, Hwy. 7, Pickering L1V 2B4, 683-7611; Jarvis, P. O. Box 40, Jarvis N0A 1J0, 519-587-2276; and Picton, P. O. Box 1060, Picton K0K 2T0, 613-476-7905.

The **Home Owner Employee Relocation Plan** section assists employees of the **Ontario Public Service**, transferred to other locations in Ontario, in selling their homes. This section is located in the Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3 (965-3444).

PROGRAM DEVELOPMENT AND MANAGEMENT DIVISION

CORPORATE MANAGEMENT AND MORTGAGE BRANCH MGS 35
Ferguson Block, 13th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-963-2674
Fax 416-324-4504

The Corporate Management and Mortgage Branch provides strategic, financial, administrative and technical support to the Realty Group and the Ontario Mortgage Corporation. Activities include offering strategic direction in the management of human, financial and technological resources; monitoring and evaluating corporate activities; developing and managing information and office systems; and handling mortgages and leases committed under various government lending programs.

The **Ontario Mortgage Corporation** provides **mortgage** financing under Ministry of Housing programs such as Low-Rise Rehabilitation and Convert-to-Rent, and continues administration of other programs such as **Ontario Renter-Buy** and **Ontario Rental Construction Loan**.

The branch also administers the **Accommodation Management Information System (AMIS)** which provides information on government-owned and leased premises to all ministries.

There are four sections within the branch: Corporate Planning, Realty Finance, Mortgage Programs (62 Wellesley St. W., Toronto M7A 1N3, 585-3200, Fax 324-3610) and Information Technology (Ferguson Block, 13th Flr., 77 Wellesley St. W., Toronto M7A 1N3, 965-6815, Fax 324-4504).

PORTFOLIO MANAGEMENT BRANCH MGS 36
Ferguson Block, 13th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-9989

Through the development of strategies and application of long-term planning methods, the Portfolio Management Branch seeks to optimize the real estate portfolio of land and buildings used to accommodate the provincial government's directly operated programs. Corporate leadership is also provided in developing policies, related to the use of owned and leased government accommodation, that support government objectives.

The branch offers planning expertise and consultation on **accommodation** planning, upon request, to all parts of the Ministry of Government Services, other provincial ministries and their agencies.

CLIENT SERVICES BRANCH MGS 37
Ferguson Block, 13th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-0655/3804

The Client Services Branch assists client ministries in identifying their short and long-term **accommodation** requirements. It also provides accommodation delivery, and a focal point for all communications with clients regarding branch programs.

PROPERTY MANAGEMENT DIVISION

PROPERTY MANAGEMENT DIVISION MGS 38
Ferguson Block, 5th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-963-1555

The Property Management Division represents the Ministry province-wide through Regional and District offices which provide operational maintenance, repair, alterations and construction services to Ontario Government-owned **buildings**; information on other Ministry services; efficient and effective direction, control and management of the province's lease portfolio; and coordination of new leases on behalf of ministries and agencies.

The **Leasing Services Branch** (965-9295) arranges for the acquisition of leased accommodation through negotiations, and the payment of rental and adjustment claims for **real estate accommodation** leased from the private sector and municipalities. The branch also provides advisory services, reviews and audits, and arranges for payment of tax and operating claims submitted for accommodation (real estate) leased from the private sector. All ministries and most agencies of the Ontario Government are served by the branch.

The **Central Operations Branch** (963-2202) consists of 5 sections. Program Planning and Advisory Services provides managerial and technical program planning and development, policy and procedure development, training, and staff development. The Program Support Section furnishes centralized financial, administrative and operational services (including food services coordination), and parking administration. The Space Management Section provides space analysis, planning and allocation, and space supply/demand monitoring. The Elevating Devices Section supplies equipment assessment, maintenance and elevator design services. The Moving Services Section provides **moving** coordination, inspection and client accommodation realignments.

The Ministry ensures the division's responsiveness to client ministries' accommodation needs by placing responsibility in four regions (Toronto, Eastern, Southwestern and Northern) which oversee the operations of district and area offices.

Regional and District staff have responsibility for the operation, maintenance and repair of building structures, heating, ventilation, air-conditioning and electrical systems. Cleaning, **security**, grounds maintenance (**horticultural** service) and common administrative services in consolidated government office buildings within the appropriate geographic area are provided by the staff. They also administer **tendering**, supervision of construction of minor capital projects, and alterations and improvements for both leased and government-owned buildings.

By offering guidance and counselling to other ministries, contractors and service suppliers, regional and district office staff develop a closer communications link with the program specialists at Queen's Park. The district offices oversee day-to-day cafeteria operations, supplier tendering and contract administration for **food** services in provincial court houses and office buildings occupied by government ministries.

Toronto Region provides housekeeping, maintenance and support services to the Lieutenant Governor and the offices of the Premier, the Speaker and Members of Provincial Parliament in the **Legislative** Building.

Regional and district staff also respond to **emergency** situations requiring the protection of staff, the public and government-owned buildings.

Regional and District Offices are listed below:

Toronto Region

Toronto Regional Office
880 Bay St., 7th Flr.
Toronto M7A 1R1
416-965-0700

Legislative Building
Legislative Bldg., Rm. B29 C
Queen's Park, Toronto M7A 1A2
416-965-0701

Design & Construction Section
178 Queen's Quay E.
Toronto M5A 1B4
416-965-6034

Properties Section
Office and Special Purpose Buildings
32/34 Grenville St.
Toronto M7A 1N7
416-965-6811

Purchasing & Finance Section
32/34 Grenville St.
Toronto M7A 1N7
416-965-3771

Southwestern Region

Southwestern Regional Office
City Centre
380 Wellington St., Ste. 1803
London N6A 5B5
519-679-7233

Guelph District Office
53 Victoria Rd. S.
Guelph N1E 5P7
519-822-1150

Lakeshore District Office
171 Judson St.
Toronto M8Z 1A4
416-255-2381

London District Office
900 Highbury Ave.
P. O. Box 5452
London N6A 4L6
519-453-3550

Eastern Region

Eastern Regional Office
780 Midpark Dr., Ste. 205
Kingston K7M 7P6
613-545-4500

Kemptville District Office
Concession Rd.
P. O. Bag 2008
Kemptville K0G 1J0
613-258-8258

Kingston District Office
1055 Princess St.
P. O. Bag 8000
Kingston K7L 5A8
613-545-4575

Orillia District Office
24 James St. E.
P. O. Box 790
Orillia L3V 6K7
705-325-7403

Northern Region

Northern Regional Office
199 Larch St.
Sudbury P3E 5P9
705-675-4175

North Bay District Office
1353 Gorman St.
North Bay P1B 2Y3
705-476-2260

Timmins Area Office
Hollinger Lane
P. O. Box 520
Schumacher P0N 1G0
705-264-2234

Sudbury District Office
Highway 69 S.
McFarlane Lake
P. O. Box 2520
Postal Station A
Sudbury P3A 4S9
705-522-5166

Sault Ste. Marie Area Office
445 Albert St. E.
Sault Ste. Marie P6A 2J9
705-949-4515

Thunder Bay District Office
500 Algoma St. N.
P. O. Box 3020
Thunder Bay P7B 5G5
807-475-1285

Kenora Area Office
720 Robertson St.
P. O. Box 2840
Kenora P9N 3X8
807-468-8918

DESIGN AND CONSTRUCTION DIVISION

DESIGN SERVICES BRANCH MGS 39
Ferguson Block, 11th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-2108

The Design Services Branch provides a complete range of professional and technical consulting services, including architectural, landscape architectural, interior, engineering design and mangement of external consultants. The branch supplies economic and technically efficient designs for government occupied **buildings**, facilities and properties; encourages consistency in quality and standards of accommodation; and promotes compliance with building codes, standards and safety practices. The branch also plans, designs and furnishes government buildings and other special use facilities to create working environments which reflect user needs, functional requirements and barrier free design for the physically disabled. It designs intelligent buildings which integrate operations, communications, lighting systems and **energy** management through direct digital control and monitoring systems.

CONTRACT MANAGEMENT BRANCH MGS 40
Ferguson Block, 3rd. Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-0114
Fax 416-324-4503

The Contract Management Branch supplies contractual **construction** and financial control on capital projects. These projects include the provision of **buildings, accommodation** and other facilities for government ministries and agencies, and the construction of **municipal** services for **land** development.

The branch monitors contract documents for capital construction projects, including land development projects; receives tenders; awards contracts; and supervises construction to ensure compliance with schedules and contract documents (965-6674). Engineering expertise and support are provided for negotiating subdivision agreements with municipalities (324-3606). The branch also certifies progress payments and monitors cash flow; arranges and supervises occupancy by the client ministry; resolves disputes arising from contractual or technical sources; and administers claims under the lien acts. Other activities include liaising with construction and consulting associations, and implementing new procedures for the tendering and operation of construction projects.

The Payment Section processes payment applications for all Ministry construction projects (965-6738). It is responsible for filing Federal Sales Tax refund claims and ensuring that payments comply with the contract documents and the Construction Lien Act.

PROJECT MANAGEMENT BRANCH MGS 41
720 Bay St., 4th Flr.
Toronto M5G 2J1
416-326-4850
Fax 416-326-4871

This branch provides project management services for designated accommodation projects. It determines clients' needs; establishes project specifications, budgets and schedules; and ensures project delivery in accordance with policies and standards.

ACTS

ACTS MGS 42

The Ministry of Government Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Ministry of Government Services Act, R.S.O. 1980 and Amendments
North Pickering Development Corporation Act, 1974
Official Notices Publication Act
Ontario Land Corporation Act

MINISTRY OF HEALTH

Hepburn Block, 80 Grosvenor St.
Queen's Park, Toronto M7A 1R3

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanitoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians' services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The Ministry is responsible for ensuring the good health of the Ontario public by administering such programs as health insurance, care for the mentally ill, extended health care, home care services, regulation of hospitals, nursing homes and drug benefits. The Ministry also operates psychiatric hospitals and medical laboratories, and coordinates ambulance services.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH HEALTH 1
Hepburn Block, 10th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1S3
416-965-2477

Legal services provided to the Ministry by this branch include preparation of contracts, settlement of claims, appearances at court hearings etc.. The branch counsels the Ministry on legal matters, including the interpretation of statutes, regulations, and the preparation and review of proposed legislation, regulations, and other legal documents. The Legal Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

COMMUNICATIONS AND INFORMATION BRANCH HEALTH 2
Hepburn Block, 9th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1S2
416-965-5167 Media inquiries
416-965-3101 General inquiries
Toll-free 1-800-268-1153
Fax 416-963-3496 9th Flr.
Fax 416-324-3679 8th Flr.

The Communications and Information Branch gives advice and prepares plans in support of the policies and programs of the Ministry through the production and distribution of information to the public, the media and **health** care providers. This is accomplished through the following offices.

Media Relations and Communications Services liaises with print and broadcast media; organizes news conferences; prepares communications strategies, speeches, statements, news releases, and press clippings.

Creative Services provides communications and public education programs from the development and implementation of advertising campaigns and the production of display and exhibits to media buyers and creates a wide variety of print materials.

Public Information: The Health Information Centre provides information on the programs, services and activities of the Ministry through distribution of pamphlets, posters, information packages, and educational materials on a variety of health topics, and responds to questions about health care and the health care system from the public.

PREMIER'S COUNCIL ON HEALTH STRATEGY SECRETARIAT — HEALTH 3
56 Wellesley St. W., 15th Flr.
Toronto M5S 2S3
416-965-4496

Established December 3rd, 1987, the Secretariat supports the activities of the Premier's Council on Health Strategy which has a mandate to develop a long-term blueprint for health to carry Ontario into the 21st Century.

The Secretariat also coordinates the operation of the **Health Innovation Fund**.

ASSISTANT DEPUTY MINISTER-COMMUNITY HEALTH
COMMUNITY HEALTH PROGRAMS DIVISION

COMMUNITY HEALTH PROGRAMS DIVISION — HEALTH 4
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-963-3581

This division ensures the efficient and effective management of programs in the areas of Community Health and Mental Health.

COMMUNITY HEALTH BRANCH — HEALTH 5
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-1383

The Community Health Programs Branch is responsible for administering the Health Service Organization and Community Health Centre Program, the Home Care Program, Placement Coordination Services, and the Arthritis Society, Ontario Division.

COMMUNITY HEALTH BRANCH HOME CARE PROGRAM — HEALTH 6
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-1360/4

The Home Care Program provides services at the community level on a visiting basis to patients who are referred by their physicians and who meet nine eligibility criteria. The basic criterion is requirement of a professional service such as **nursing, physiotherapy, occupational therapy** or **speech** therapy. Patients may also be eligible for additional services including: **nutritional** counselling, medical **social work, drugs, medical** supplies and equipment, **meals on wheels** or **homemaking**. The two components of **Home Care**, acute and chronic, are available throughout the province. In addition, **School Health Service**, which involves nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling is available on a visiting basis to **children** in **school**, (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program, telephone numbers are listed below:

Patient Referral Centre
c/o Belleville General Hospital
245 Dundas St. E.
Belleville K8N 5A9
613-966-3530

Peel Regional Health Unit
10 Peel Centre Dr.
Brampton L6T 4B9
416-791-9400

225 St. Paul Ave., 9th Flr.
Brantford N3R 5Z3
519-759-7752

c/o Leeds, Grenville &
Lanark Health Unit
82 Emma St.
Brockville K6V 1S7
613-345-0060

460 Brant St.
Burlington L7R 4B6
416-639-5141

220 Riverview Dr.
P. O. Box 306
Chatham N7M 5K4
519-351-9780

London Road, c/o Huronview
P. O. Box 458
Clinton N0M 1L0
519-482-3411

1000 Pitt St.
Cornwall K6J 3S5
613-933-1375

324 Church St.
Fort Frances P9A 1E1
807-274-9384

2 Quebec St., 2nd Flr.
Guelph N1H 2T3
519-823-2550

414 Victoria Ave. N.
Hamilton L8L 5G8
416-523-8600

Medical Centre
Group Box 89, R.R. 3
Huntsville P0A 1K0
705-789-8828

North Western Health Unit
1 Ocean Ave. W., R. R. 1
Kenora P9N 3W7
807-468-6740

605 Justus Dr.
Kingston K7M 4H5
613-384-7090

6 Tweedsmuir Rd.
Kirkland Lake P2N 1H9
705-567-9355

108 Angeline St. S.
Lindsay K9V 3L5
705-324-9165

50 King St.
London N6A 5L7
519-663-5410

Simcoe County Admin. Bldg.
Midhurst L0L 1X0
705-722-3344

Regional Municipality of York
615 Davis Dr., Ste. 202
Newmarket L3Y 2Y2
416-895-1240

City Hall Tower, 5th Flr.
200 McIntyre St. E.
P. O. Box 450
North Bay P1B 8J1
705-476-1144

Community Health Services Centre
301 Golf St.
Oshawa L1G 4B2
416-723-8531

495 Richmond Rd.
Ottawa K2A 4A4
613-722-2029

301-920 1st Ave. W.
Owen Sound N4K 4K5
519-371-2112

Parry Sound District General Hospital
10 James St.
Parry Sound P2A 1T3
705-746-9321

1217 Pembroke St. E.
P. O. Box 940
Pembroke K8A 7M5
613-735-4133

835 Weller St.
Peterborough K9J 4Y1
705-743-2212

167 Kendall St.
Point Edward N7V 4G6
519-336-8112

301 Lake St.
Sault Ste. Marie P6A 4A9
705-949-1650

Simcoe Town Shopping Centre
Second Level
150 West St.
Simcoe N3Y 5C1
519-426-7400

113-115 Cushman Rd., Unit 61
St. Catharines L2M 6S9
416-684-9441

360 Talbot St., Box 8
St. Thomas N5P 1B6
519-631-9907

653 West Gore St.
Stratford N5A 1L4
519-273-2010

Regency Gate
1760 Regent St. S.
Sudbury P3E 3Z8
705-522-3460

c/o Green Acres School
405 West Isabella St.
Thunder Bay P7E 5E5
807-623-4977

169 Pine St., Postal Bag 2012
Timmins P4N 8B7
705-267-1181

175 Columbia St. W.
Waterloo N2L 5Z5
519-886-8160

45 Sheppard Ave. E.
Willowdale M2N 5W9
416-229-2929

410 Giles Blvd. E.
Windsor N9A 4C6
519-253-4612

410 Buller St.
P. O. Box 815
Woodstock N4S 4N2
519-539-1284

COMMUNITY HEALTH BRANCH — HEALTH 7
HEALTH SERVICE ORGANIZATION AND
COMMUNITY HEALTH CENTRE PROGRAM
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-2789

Health Service Organizations (**HSOs**) are physician groups, hospitals and other organizations which receive capitation payment for health services in lieu of Ontario Health Insurance fee for service. HSOs' capitation payments are on behalf of enrolled roster populations. If the hospitalization of roster members is less than that of the non-HSO population of their districts, HSOs may also receive an incentive payment. Further information can be obtained by writing to the program at the above address.

Community Health Centres (CHCs) are community-sponsored organizations providing primary **health** care treatment services to a specified population with a high disease burden or need for improved access to care. CHC funding is provided through program-based budgets developed by the Ministry. District Health Councils review and rank CHC program proposals which must identify the health needs of their population. Information on the program can be obtained by writing to the above address.

COMMUNITY HEALTH BRANCH HEALTH 8
PLACEMENT COORDINATION SERVICES
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-2789

Placement Coordination Services, started in 1979 and totally funded by the Ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable **accommodation** and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged signifying their participation before a program can be funded by the Ministry. Further information can be obtained by writing to the program at the above address or by contacting one of the local services listed below:

Algoma District
421 Bay St., 2nd Flr.
Sault Ste. Marie P6A 1X3
705-759-2491

Brant County
P. O. Box 845
Brantford N3T 5R7
519-759-3141

Chatham-Kent
c/o V.O.N.
121 Heritage Rd, Box 1031
Chatham N7M 5L6
519-352-5257

Cochrane District
169 Pine St. S.
P. O. Bag 2012
Timmins P4N 8B7
705-267-1181

Durham Region
Oshawa General Hospital
24 Alma St.
Oshawa L1G 2B9
416-433-2703

Halton District
700 Dorval Dr., Ste. 503
Oakville L6K 3V3
416-842-2120

Hamilton-Wentworth
414 Victoria Ave N.
Hamilton L8L 5G8
416-528-1512

Kingston, Frontenac, Lennox and Addington
221 Portsmouth Ave.
Kingston K7M 1V5
613-549-1232

Lambton County
167 Kendall St.
Point Edward N7V 4G6
519-336-0172

Leeds, Grenville & Lanark
82 Emma St.
Brockville K6V 1S7
613-342-8824

Niagara
6385 Colborne St.
Niagara Falls L2J 4B9
416-356-6171

Ottawa-Carleton
955 Green Valley Cr., Ste. 380
Ottawa K2C 3V4
613-727-0132

Peel Region
Regional Administrative Building
10 Peel Centre Dr.
Brampton L6T 4B9
416-791-9400 ext. 442

Thames Valley
c/o V.O.N.
700 York St.
London N5W 2S8
519-663-0920

Thunder Bay
405 S. James St.
Thunder Bay P7E 2V6
807-475-8013

Waterloo
40 Spadina Rd. W.
Kitchener N2M 1E9
519-749-6789

Wellington
St. Joseph's Hospital
80 Westmount Rd.
Guelph N1H 5H8
519-824-5021

Windsor-Essex County
410 Giles Blvd. E.
Windsor N9A 4C6
519-253-4211

COMMUNITY MENTAL HEALTH BRANCH HEALTH 9
Hepburn Block, 8th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-963-2757

The Community Mental Health Branch administers the **Homes for Special Care** Program by inspecting and **licensing nursing homes** and residential **home care** facilities for former patients of Ontario **psychiatric** hospitals. The branch also operates the **Community Mental Health Program/Addictions Services Program** which funds a range of **hospital** and community-based mental health/addictions services, including out-patient and day care treatment programs, supportive housing, vocational training and detoxification.

OFFICE OF THE CHIEF MEDICAL OFFICER OF HEALTH HEALTH 10
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2229

This office provides recommendations for policy and long-range planning to prevent the spread of **disease**, promote and protect **health**. The Chief Medical Officer of Health monitors the organization and delivery of **public health** programs and services provided by local boards of health and, when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

PUBLIC HEALTH BRANCH HEALTH 11
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2229

The Public Health Branch provides leadership and support to Ontario's **public health** system through comprehensive consultant support services for Health Units, corporate management and central epidemiological services for an effective response to outbreaks of disease. The branch also maintains a comprehensive database for **health** care planning at the Ministry and local levels.

PUBLIC HEALTH BRANCH HEALTH 12
DISEASE CONTROL AND EPIDEMIOLOGY SERVICE
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2238

This office is a comprehensive provincial epidemiology service which collects **statistics** on **disease** trends, including infectious and non-infectious diseases, sexually transmitted diseases, animal diseases with human implications, and various environmental hazards with **public health** implications.

The office supplies physicians with **vaccines, snake** anti-venom, anti-**rabies** treatment and **drugs** for the treatment of **tuberculosis**, leprosy and sexually transmitted or **venereal diseases**. A consultative service is provided to Medical Officers of Health, private physicians, other ministries and agencies in matters of disease control.

PUBLIC HEALTH BRANCH HEALTH 13
AIDS SECTION
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2238
416-965-2168
Toll-free 1-800-268-6066

This section provides consultative services for AIDS education and policy development; collects statistics on the incidence of **AIDS**, monitors trends and supplies AIDS pamphlets and audio-visual materials.

The section also acts as a resource to local Medical Officers of Health, health care institutions, community-based groups and the general public.

PUBLIC HEALTH BRANCH HEALTH 14
PUBLIC HEALTH RESOURCE SERVICE
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2232

The Public Health Resource Service is a multi-disciplinary team of public health professionals who work in close collaboration with local health agencies, federal and municipal governments, universities and professional associations to identify and respond to province-wide **public health** needs. The service provides technically-competent consultative support in the practice of public health to field agencies/organizations in the areas of public health **nursing**, community **nutrition**, public health inspection, **family** health including family planning, **dentistry**, and project management and coordination. The service also administers the regulation regarding public **swimming pools** under the Health Protection and Promotion Act, including approval of building plans (963-2232). For the delivery of local public health services, contact the nearest public health unit, listed under the Public Health Agencies entry.

PUBLIC HEALTH AGENCIES HEALTH 15

A Public Health Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 43 public health units in Ontario. Programs administered by the units include: public health nursing for home and school visits, immunization, prenatal instructions and public education; public health inspection of restaurants, food stores, summer camps and public swimming pools; nutrition and fitness promotion; preventive dental care and health education; and disease control and prevention of communicable diseases.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, 1983, and is administered by the medical officer of health who reports to the local board of health. The board is largely made up of elected representatives from the local municipal councils. The Ministry cost-shares the expenses with the municipalities. For details about the delivery of local public health services, contact the nearest public health unit, listed below:

Algoma Health Unit
Civic Centre
99 Foster Dr., 6th Flr.
Sault Ste. Marie P6A 5X6
705-759-5287

Brant County Health Unit
194 Terrace Hill St.
Brantford N3R 1G7
519-753-7377

Bruce County Health Unit
30 Park St.
Box 248
Walkerton N0G 2V0
519-881-1920

Durham Department of Health Services
Community Health Services Centre
301 Golf St.
Oshawa L1G 4B2
416-723-8521

East York Health Unit
550 Mortimer Ave.
Toronto M4J 2H2
416-461-8136

Eastern Ontario Health Unit
1000 Pitt St.
Cornwall K6J 3S5
613-933-1375

Elgin-St. Thomas Health Unit
2 Wood St.
St. Thomas N5R 4K9
519-631-9900

Etobicoke Health Unit
City Hall
399 The West Mall
Etobicoke M9C 2Y2
416-394-8300

Grey-Owen Sound Health Unit
920 First Ave. W.
Owen Sound N4K 4K5
519-376-9420

Haldimand-Norfolk Regional Health Unit
365 West St.
Box 247
Simcoe N3Y 4L1
519-426-6170

Haliburton, Kawartha, Pine Ridge District Health Unit
860 William St.
Box 337
Cobourg K9A 4K8
416-372-0175

Halton Regional Health Unit
465 Morden Road
Oakville L6K 3W6
416-338-7100

Hamilton-Wentworth Regional Health Unit
25 Main St. W.
P. O. Box 897
Hamilton L8N 3P6
416-528-1441

Hastings and Prince Edward Counties Health Unit
179 North Park St.
Belleville K8P 4P1
613-966-5500

Huron County Health Unit
Huronview Bldg.
Highway 4
Box 1120
Clinton N0M 1L0
519-482-3416

Kent-Chatham Health Unit
435 Grand Ave. W.
P. O. Box 1136
Chatham N7M 5L8
519-352-7270

Kingston, Frontenac, Lennox & Addington Health Unit
221 Portsmouth Ave.
Kingston K7M 1V5
613-549-1232

Sarnia-Lambton Health Unit
333 George St.
Sarnia N7T 4P5
519-344-5293

Leeds, Grenville & Lanark District Health Unit
70 Charles St.
Brockville K6V 1T3
613-345-5685

Middlesex-London Health Unit
50 King St.
London N6A 5L7
519-663-5317

Muskoka-Parry Sound Health Unit
Pine St.
Box 1019
Bracebridge P0B 1C0
705-645-4471

Niagara Regional Area Health Unit
130 Lockhart Dr.
St. Catharines L2T 1W4
416-688-3762

North Bay and District Health Unit
101 McIntyre St. W.
P. O. Box 450
North Bay P1B 8J1
705-474-1400

North York Health Unit
5100 Yonge St.
North York M2N 5V7
416-224-6197

North Western Health Unit
21 Woolsley St.
Kenora P9N 3W7
807-468-3147

Ottawa-Carleton Regional Health Unit
495 Richmond Rd.
Ottawa K2A 4A4
613-722-2328

Oxford County Health Unit
410 Buller St.
Box 485
Woodstock N4S 7Y5
519-539-6121

Peel Regional Health Dept.
10 Peel Centre Dr.
Brampton L6T 4B9
416-791-9400

Perth District Health Unit
653 West Gore St.
Stratford N5A 1L4
519-271-7600

Peterborough County-City Health Unit
835 Weller St.
Peterborough K9J 4Y1
705-743-1160

Porcupine Health Unit
169 Pine St. S.
P. O. Bag 2012
Timmins P4N 8B7
705-267-1181

Renfrew County & District Health Unit
1217 Pembroke St. E.
Highway 17
P. O. Box 940
Pembroke K8A 7M5
613-732-3629

Scarborough Health Department
Scarborough Civic Centre
160 Borough Dr.
Scarborough M1P 4N8
416-396-7454

Simcoe County District Health Unit
County Administration Centre
Midhurst L0L 1X0
705-726-0100

Sudbury and District Health Unit
1300 Paris Cr.
Sudbury P3E 3A3
705-522-9200

Thunder Bay District Health Unit
999 Balmoral St.
P. O. Box 1024
Thunder Bay P7C 4X8
807-625-5900

Timiskaming Health Unit
22 Whitewood Ave.
P. O. Box 1240
New Liskeard P0J 1P0
705-647-4305

Toronto Health Unit
City Hall
7th Flr., E. Tower
100 Queen St. W.
Toronto M5H 2N2
416-392-7401

Waterloo Regional Health Unit
850 King St. W.
Kitchener N2G 1E8
519-744-7357

Wellington-Dufferin-Guelph Health Unit
205 Queen St. E.
Fergus N1M 1T2
519-843-2460

Windsor-Essex County Health Unit
1005 Ouellette Ave.
Windsor N9A 4J8
519-258-2146

York Health Unit
2700 Eglinton Ave. W.
Toronto M6M 1V1
416-394-2436

York Regional Health Unit
22 Prospect St.
Newmarket L3Y 3S9
416-895-4511

LABORATORY SERVICES BRANCH HEALTH 16
Box 9000, Terminal "A"
Resources Rd., Hwy. 401 & Islington Ave.
Toronto M5W 1R5
416-235-5952

The Laboratory Services Branch has **public health** laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of **disease**. The branch serves doctors, hospitals, health units and other ministries, and analyzes **drinking water** for the general public. For drinking water specimen mailing kits, call local public health laboratories, listed below.

The Laboratory Inspection Section (235-6054) **licenses** and inspects **medical** laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage the most economical use of available resources. Private and **hospital** laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The branch also issues licences to specimen collection centres.

Public Health Laboratory
Hamilton Psychiatric Hospital
250 Fennell Ave. W., Box 2100
Hamilton L8N 3R5
416-385-5379

Public Health Laboratory
Government Bldg.
181 Barrie St., Box 240
Kingston K7L 4V8
613-548-6630

Public Health Laboratory
London Psychiatric Hospital
850 Highbury Ave.
Box 5704, Terminal "A"
London N6A 4L6
519-455-9310

Public Health Laboratory
750 Memorial Ave.
Box 600
Orillia L3V 6K5
705-325-7449

Public Health Laboratory
346 Moodie Dr.
Box 6301, Station "J"
Ottawa K2A 1S8
613-828-2442

Public Health Laboratory
Midwestern Regional Children's Centre
Box 700, Highway #23
Palmerston N0G 2P0
519-343-3102

Public Health Laboratory
1341 Dobbin Ave., Box 265
Peterborough K9J 6Y8
705-743-6811

Public Health Laboratory
160 McDougall St.
Box 220
Sault Ste. Marie P6A 5L6
705-254-7132

Public Health Laboratory
Sudbury & District Health Unit
1300 Paris Cres.
Sudbury P3E 3A3
705-522-2640
(Timmins Satellite)

Public Health Laboratory
336 South Syndicate Ave.
Box 1100, Station "F"
Thunder Bay P7C 4X9
807-622-6449

Public Health Laboratory
67 Wilson Ave.
Timmins P4N 2S5
705-264-9571

Public Health Laboratory
Central Laboratory
81 Resources Rd.
Highway 401 & Islington Ave.
Box 9000, Terminal "A"
Toronto M5W 1R5
416-235-5952

Public Health Laboratory
3400 Huron Church Rd.
Box 1616
Windsor N9A 6S2
519-969-4341

HEALTH PROMOTION BRANCH HEALTH 17
700 Bay St., 14th Flr.
Toronto M5G 1Z6
416-965-9203
Fax 416-597-8898

The Health Promotion Branch is responsible for the development and implementation of program and policy initiatives in the area of **health** promotion. Activities include providing information and consulting services; coordinating Ministry support of health promotion programs in the community; and developing and implementing province-wide projects and policies.

The Policy Development and Coordination Unit coordinates health promotion policy and assists other internal and external areas in the Ministry of Health, in developing policies.

The Community Development Unit supports local communities by assisting them in developing and implementing health promotion initiatives. This office administers the **Health Promotion Grants Program** which provides **grants** to non-profit organizations, for a broad range of community-based health promotion projects. The unit provides training initiatives to communities in health promotion, and provides information on health promotion.

The Social Marketing Unit is responsible for marketing particular health promotion ideas to select target groups. This office coordinates the **Healthy Lifestyles Promotion Program** which focuses on reducing tobacco and alcohol consumption and promoting low fat diets. It is also responsible for the **Heart Health Promotion Program** to reduce the risk of cardiovascular disease.

ASSISTANT DEPUTY MINISTER-PLANNING AND PROGRAMS

DISTRICT HEALTH COUNCIL PROGRAM HEALTH 18
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-0614

District Health Council Program coordinators develop and promote District Health Councils which serve as local **health** planning bodies, coordinating and consolidating health services and planning new programs for their areas. **Volunteers** representing a

cross-section of the Ontario population are nominated to the councils at the local level and recommended for appointment by the Minister of Health. Six Area Planning Coordinators act as major Ministry contacts for health planning and coordination of Ministry plans and operations on an area basis. The following is a list of District Health Councils, organized by area and by county:

CENTRAL EAST AREA

Durham Region District
40 King St. W., Ste. 300
Oshawa L1H 1A4
416-433-4262

Haliburton, Kawartha and Pine Ridge District
P. O. Box 544
Peterborough K9J 6Z6
705-748-2992

Metropolitan Toronto District
1246 Yonge St., 3rd Flr.
Toronto M4T 1W5
416-922-8820

Peel District
10 Peel Centre Dr., 1st Flr.
Brampton L6T 4B9
416-791-7906

Simcoe District
County Administration Bldg.
Midhurst L0L 1X0
705-726-9300

CENTRAL WEST AREA

Brant District
233 Colborne St., Ste. 401
Brantford N3T 2H4
519-756-1330

Haldimand-Norfolk District
101 Nanticoke Creek Pkwy.
Box 5081
Townsend N0A 1S0
519-587-2231

Halton District
700 Dorval Dr., Ste. 503
Oakville L6K 3V3
416-842-2120

Hamilton-Wentworth District
Patterson Bldg.
Sanatorium Rd., 2nd Flr.
Main Post Office, Box 2085
Hamilton L8N 3R5
416-389-1321

Niagara District
1440 Pelham St. S.
Box 1059
Fonthill L0S 1E0
416-892-5771

Waterloo Region District
75 King St. S., Ste. 218
Waterloo Square
Waterloo N2J 1P2
519-884-6390

Wellington-Dufferin District
317 Speedvale Ave. E.
Guelph N1E 1N3
519-836-7440

EASTERN AREA

Eastern Ontario District Health Council
340 Pitt St.
P. O. Box 1478
Cornwall K6H 5V5
613-933-9585

Kingston, Frontenac and Lennox & Addington District
544 Princess St.
Kingston K7L 1C7
Mailing Address:
P. O. Box 1690
Kingston K7L 5J6
613-549-5253

Ottawa-Carleton Regional District
955 Green Valley Cr., Ste. 350
Ottawa K2C 3V4
613-723-1440

Rideau Valley District
1 Abel St.
Box 487
Smiths Falls K7A 4T4
613-283-6980

NORTH EAST AREA

Algoma District
123 March St., Ste. 405
Sault Ste. Marie P6A 2Z5
705-942-0200

Cochrane District
119 Pine St. S., Ste. 310
Timmins P4N 2K3
705-264-9539

East Muskoka-Parry Sound District
P. O. Box 3000
Huntsville P0A 1K0
705-789-4429

Manitoulin-Sudbury District
160 Douglas St. W.
Sudbury P3E 1G1
705-675-5654

West Muskoka-Parry Sound District
17 James Street, 2nd Flr.
Parry Sound P2A 1T4
705-746-5141

NORTH WEST AREA

Kenora-Rainy River District
101 Main St. S.
Kenora P9N 1T1
807-468-5683

Thunder Bay District
516 Victoria Ave. E., Ste. 8
Thunder Bay P7C 1A7
807-623-6131

SOUTH WEST AREA

Essex County District
76 University Ave. W., Ste. 207
Windsor N9A 5N7
519-256-4568

Grey-Bruce District
945 3rd Ave. E., Ste. 5
Owen Sound N4K 2K8
519-376-6691

Kent County District
75 Thames St.
Chatham N7L 1S4
519-351-1162

Lambton District
265 N. Front St., Ste. 108
Sarnia N7T 7X1
519-337-5485

Thames Valley District
826 King St.
London N5W 2X6
519-679-9140

FREEDOM OF INFORMATION OFFICE HEALTH 19
Hepburn Block, 10th Flr
80 Grosvenor St.
Toronto M7A 1R3
416-965-3550

The Freedom of Information Office (FOI) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist Ministry staff in responding to requests for information. Customer service is an important aspect of the FOI function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FOI liaises with the Office of the Commissioner of Information and Privacy and other Ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing **legislation** and regulations, identifies conflicts with the Act, and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

POLICY DEVELOPMENT AND RESEARCH DIVISION

POLICY DEVELOPMENT AND RESEARCH DIVISION — HEALTH 20
Hepburn Block, 8th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-6246

The function of this division is to promote and provide support for corporate planning and policy development. This includes analyzing the **health** care system and its environment from a long-term perspective; developing and implementing health research strategy for the province; and establishing policy on health professional manpower and research **manpower**. The division also manages the health **research grants** program, and directs the Clinical **Education** and Underserviced Area programs.

UNDERSERVICED AREA PROGRAM — HEALTH 21
80 Gosvenor St., 8th Flr.
Toronto M7A 1R3
416-963-1176

This program provides financial incentives to recruit **health** care professionals to practise in areas of the province designated as underserviced. Incentives are offered to **physicians, dentists**, **physiotherapists, occupational therapists**, speech pathologists, audiologists and **chiropodists**.

Students attending a Canadian university may obtain **bursaries**, in the last two years, for a return of service upon graduation in the following fields: medical, dental, physiotherapy, **speech pathology**, **audiology**, occupational therapy and chiropody.

A mobile dental coach treatment program for elementary school children is provided for remote school communities, especially in Northern Ontario.

NORTHERN MEDICAL SPECIALIST INCENTIVE PROGRAM — HEALTH 22
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-963-1176

The Northern Medical Specialist Incentive Program (**NMSIP**) was established in 1985 to provide **financial** incentives for approved **medical** specialists to locate in Thunder Bay, Sault Ste. Marie, Sudbury, Timmins and North Bay and travel to smaller communities in each district. The program operates under the Ministy of Health Act.

FRENCH LANGUAGE HEALTH SERVICES — HEALTH 23
Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-5519

French Language Health Services coordinates the provision of **French language services** by the Ministry of Health, its transfer payment agencies and other bodies located in/or

serving designated areas. Hospitals and related facilities receive assistance in the translation of documents intended for the French speaking public.

SERVICES EN FRANÇAIS

Le bureau des services de santé en français est responsable de la planification des services en français offert par le ministère et ses agences de transfert de payment et autres organismes situés ou déservant une région désignée. Un service de traduction est offert aux hopitaux et pour les documents destinés au public francophone.

WOMEN'S HEALTH BUREAU HEALTH 24
880 Bay St., 2nd Flr.
Toronto M5S 1Z8
416-965-0460

The Women's Health Bureau advises senior management on women's health issues; liaises with the Ontario Women's Directorate, professional associations, hospitals, health clinics and women's groups; and promotes women's health issues within the Ministry.

ASSISTANT DEPUTY MINISTER-INSTITUTIONAL HEALTH

ASSISTANT DEPUTY MINISTER-INSTITUTIONAL HEALTH HEALTH 25
Hepburn Block, 10th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-3435

Institutional Health includes the Community Hospitals Branch, the Teaching and Speciality Hospitals Branch, the Hospitals Planning Branch, the Psychiatric Hospitals Branch and the Nursing Homes Branch.

PSYCHIATRIC HOSPITALS BRANCH HEALTH 26
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-965-6236/324-4473

The Psychiatric Hospitals Branch is responsible for the administration of the province's ten **psychiatric hospitals**, with a total bed capacity of approximately 4,831, legislated under the Ontario Mental Health Act and the Mental Hospital Act. The hospitals provide a range of adult psychiatric services, including acute care, rehabilitation, long-term care and psychogeriatrics. The psychiatric hospitals are listed below:

Brockville Psychiatric Hospital
P. O. Box 1050
Brockville K6V 5W7
613-345-1461

Hamilton Psychiatric Hospital
P. O. Box 585
Hamilton L8N 3K7
416-388-2511

Kingston Psychiatric Hospital
P. O. Box 603
Kingston K7L 4X3
613-546-1101

London Psychiatric Hospital
850 Highbury Ave.
P. O. Box 2532
London N6A 4H1
519-455-5110

North Bay Psychiatric Hospital
P. O. Box 3010
North Bay P1B 8L1
705-474-1200

Mental Health Centre Penetanguishene
P. O. Box 698
Penetanguishene L0K 1P0
705-549-3181

St. Thomas Psychiatric Hospital
P. O. Box 2004
St. Thomas N5P 3V9
519-631-8510

Queen St. Mental Health Centre
1001 Queen St. W.
Toronto M6J 1H4
416-535-8501

Lakehead Psychiatric Hospital
P. O. Box 2930
Thunder Bay P7B 5J8
807-343-4300

Whitby Psychiatric Hospital
P. O. Box 613
Whitby L1N 5S9
416-668-5881

HOSPITAL PLANNING BRANCH HEALTH 27
15 Overlea Blvd., 7th Flr.
Toronto M4H 1A9
416-965-8084

The Hospital Planning Branch reviews programs and plans for the design **construction**, and renovation of health care facilities, including acute and chronic **hospitals**, crippled children's treatment centres and rehabilitation centres. Capital **grants** are administered to projects approved under the Public Hospitals Act.

The branch develops standards and provides advisory services for the design and development of efficient and economical health care facilities. Applicable guidelines and standards are regularly upgraded to reflect current knowledge and to anticipate future trends in facilities requirements. For hospital statistics, contact Information Resources and Services (965-8163).

The X-ray Inspection Service (7 Overlea Blvd., Toronto M4H 1A8, 963-1035) administers the regulation respecting X-ray safety for the healing arts. Responsibilities include registering owners of **X-ray** equipment used in the practice of medicine, approving plans for permanent locations, and performing inspections.

TEACHING AND SPECIALTY HOSPITALS BRANCH HEALTH 28
15 Overlea Blvd., 7th Flr.
Toronto M4H 1A9
416-324-4726

The Teaching and Specialty Hospitals Branch guides and assists teaching hospitals and specialized facilities in the development of proposals and budgets in terms of Ministry of Health legislative and and policy guidelines.

These hospitals are affiliated with the five university medical schools in the province. The specialized facilities include the Donwood Foundation, the Clarke Institute, The Royal Ottawa Health Care Group, The Ontario Mental Health Foundation and The Ontario Cancer Treatment and Research Foundation.

NURSING HOMES BRANCH HEALTH 29
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-1038

The Nursing Homes Branch inspects and issues **licences** to **nursing homes** in Ontario to ensure compliance with the Nursing Homes Act, 1972 and provision of care in accordance with residents' needs.

Inspections focus on quality and quantity of nursing and personal care provided, sanitation and dietary services. The branch investigates all complaints received from the public pertaining to the care of residents and the operation of nursing homes. **Construction** plans for new nursing homes must be approved through the branch.

Most nursing home residents are eligible for Extended Health Care (EHC) benefits under the Ontario Health Insurance. To obtain a list of nursing homes in Ontario, inspection results or to register a complaint, contact head office or the regional offices, as listed:

London Regional Office
295 Wolfe St., 1st Flr.
London N6B 2C4
519-434-1105

Toronto Regional Office
56 Wellesley St. W., 15th Flr.
Toronto M7A 2B7
416-963-1041

Ottawa Regional Office
10 Rideau St., Ste. 403
Ottawa K1N 9J1
613-566-2736

COMMUNITY HOSPITALS BRANCH HEALTH 30
15 Overlea Blvd. 7th Flr.
Toronto M4H 1A9
416-965-8161

The Community Hospitals Branch enables public and private **hospitals**, adults' and children's outpatient rehabilitation centres to provide programs and services consistent with Ministry policies, practices and standards.

The branch reviews plans for the **construction** and renovation of health care facilities including active and chronic hospitals, crippled children's treatment centres and rehabilitation centres.

The **Alternate Payments Program** (part of the Community Hospitals Branch) reviews applications for alternate forms of payment and executes agreements between the applicants and the Ministry.

ASSISTANT DEPUTY MINISTER-PERSONAL HEALTH

DRUG PROGRAMS BRANCH HEALTH 31
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-2983

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug Benefit** Program, pharmaceuticals, therapeutics and the practice of **pharmacy**. Standards are set for the quality of **pharmaceuticals** in nursing homes, homes for the aged, hospitals and government institutions. The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC).

DRUG PROGRAMS BRANCH HEALTH 32
PLANNING AND ADMINISTRATION
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-2174

The Planning and Administration section is responsible for the planning, policy and administrative functions of the Drug Programs Branch. The section is also responsible for the **publication** and distribution of the Ontario Drug Benefit Formulary (ODB) and

the Comparative Drug Index (CDI), a schedule of benefits and interchangeable **drug** products. The ODB Formulary/CDI is published semi-annually.

DRUG PROGRAMS BRANCH HEALTH 33
SCIENTIFIC ADVISORY SERVICE
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-2175

The Scientific Advisory Service is responsible for the quality assessment of **drugs** listed in the Ontario **Drug Benefit** (ODB) Formulary and the Comparative Drug Index (CDI). The **Drug Benefit Formulary publication** identifies drug products designated as benefits and the amount which the ODB program will reimburse a pharmacy, under the authority of the Ontario Drug Benefit Act, 1986. The CDI identifies which brands of drugs may be interchanged under the Prescription Drug Cost Regulation Act, 1986.

DRUG PROGRAMS BRANCH HEALTH 34
ONTARIO DRUG BENEFIT PROGRAM
P. O. Box 68
Kingston K7L 5K1
613-548-6572
416-965-9451 (Toronto area callers)

The Ontario Drug Benefit Program is responsible for program delivery of **Ontario's Drug Benefit (ODB) Plan**. The **Drug Benefit Formulary**, serves as a list of products which is a prescribing guide for doctors and a dispensing aid for pharmacists. When ordered by an Ontario authorized prescriber and dispensed in Ontario, **drugs** in the Formulary (and in exceptional circumstances those unlisted products approved by the Minister) are available at no charge to Drug Benefit recipients. The section processes claims and monitors billings from all Drug Benefit providers. This office also acts in an advisory capacity for matters related to Ontario Drug Benefit, and serves as a liaison for **pharmaceutical** services in **nursing homes, homes for the aged** and some **hospitals** and government institutions.

ASSISTIVE DEVICES BRANCH HEALTH 35
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-1956
Toll-free 1-800-268-6021
Toll-free 1-800-268-6023 TTY/TDD
Toll-free 1-800-267-9458 Payment Enquiries

The **Assistive Devices Program (ADP)** contributes to the cost of selected and prescribed equipment and supplies for Ontario residents.

Devices covered for individuals of all ages are: prostheses; wheelchairs/mobility aids and specialized seating systems; ostomy supplies; and **respiratory** equipment. ADP contributes up to 75 per cent of the cost of these and, in the case of hearing aids, one out of every four grants goes towards the purchase of a hearing aid for people aged 19 or over.

The program pays up to 75 per cent of the cost of the following devices for Ontario residents aged 24 and under: orthoses; low vision aids (excluding eyeglasses); incontinence supplies; feeding devices and **communication** aids. For people aged 18 or under, ADP contributes 75% of the cost of prescribed hearing aids and FM systems.

Individuals claiming support through ADP must have an ADP Equipment/Supply Authorization Form completed. Generally, applicants must see a **physician** who will verify their need, for equipment and sign the form. When required, these physicians will

refer clients to therapists, nurses and other **health** care professionals registered with the ADP who identify the most appropriate equipment to meet the applicant's need.

The ADP then contributes financially to the purchase of the identified equipment, usually through direct payment to equipment vendors holding contracts with ADP.

EMERGENCY HEALTH SERVICES BRANCH HEALTH 36
7 Overlea Blvd., 7th Flr.
Toronto M4H 1A8
416-963-2640

The branch is responsible for the provision of ambulance services in Ontario. Activities include **licensing** private, municipal and hospital-based **ambulance** services; operating nine services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central communications centre, listed below. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialing "0" for operator and asking for Zenith 90000.

Six regional offices are located throughout the province. Staff provide a direct link with the head office in Toronto; coordinate the review and approval of funds allocated to each ambulance service; offer advice related to **disaster** planning and ambulance service training programs; evaluate ambulance vehicle and equipment needs within the region; liaise with all levels of municipal, provincial, and federal governments to ensure appropriate ambulance services; provide advice to ambulance service operators to ensure service consistent with legislated requirements; and handle public inquiries and **complaints** on the system. The regional offices are listed below:

75 Spring St.
P. O. Box 790
Almonte K0A 1A0
613-256-3070

85 Ferris Lane, Ste. 102
Barrie L4M 2Y1
705-726-3541

Ontario Government Bldg.
119 King St. W.
Box 2112
Hamilton L8N 3Z9
416-521-7148

205 York St., 2nd Flr.
London N6A 1B4
519-679-4600

199 Larch St., 11th Flr.
Sudbury P3E 5P9
705-675-4336

435 South James St.
Thunder Bay P7E 6E3
807-475-1290

Central Air Ambulance Communications Centre
15 Overlea Blvd., 1st Flr.
Toronto M4H 1A9
416-963-1150
705-726-8103 Emergency Room
After hour Duty Officer

PROFESSIONAL RELATIONS BRANCH HEALTH 37
7 Overlea Blvd., 1st Flr.
Toronto M4H 1A8
416-324-3574

This branch maintains liaison with all Ontario health professionals and their organizations. It is responsible for the administration and implementation of the recommendations of the **Health Professions Legislation Review (HPLR)**, which was presented to the Legislature by the Minister of Health in January 1989. The branch is also responsible for the **Health Disciplines Coordination** function, which includes administration of internal regulatory affairs (including the processing of regulations under the current Health Disci-

plines Act and other legislation governing professional activities) on behalf of the regulated health professions in Ontario.

ASSISTANT DEPUTY MINISTER-CLAIMS PAYMENT AND SYSTEMS

GENERAL MANAGER-ONTARIO HEALTH INSURANCE — HEALTH 38
80 Grosvenor St.
Toronto M7A 1R3

The Assistant Deputy Minister is responsible for health insurance, claims payment and information systems. As General Manager, he is responsible for all programs administered under the **Health Insurance Act**.

The Claims Payment Division provides claims processing and payment for the Health Insurance Division. Through its regional offices and district offices, the division provides information and assistance on health care programs and services to residents across the Province.

The Information Systems Division is responsible for systems development, systems support, user support and provider support.

The Health Insurance Division is responsible for program policy development relating to health insurance and similar payment programs, including alternative methods of funding health care, and the registration of Ontario residents in the provincial health insurance program.

CLAIMS PAYMENT DIVISION

CLAIMS PAYMENT DIVISION — HEALTH 39
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6670

The Claims Payment Division delivers **health insurance** programs through a head office unit and 20 district and information offices. The division registers Ontario residents for insured health services; provides access to government funded health care services; processes **medical** claims for payment to fee-for-service providers; manages the fee-for-service transfer payment; and disseminates information to the public and providers. Each district office has a fully equipped drop-in centre to demonstrate how claims can be submitted and payments reconciled using a computer.

A central Corporate Services area is responsible for planning, financial services, training, administration, accommodation, security with execution being decentralized through functional links to district offices; and subrogation, and recovery and collections.

Direct inquiries to the nearest **Ontario Health Insurance** office, as listed below. In the Metropolitan Toronto area, inquiries received from North York or Etobicoke should be referred to the Mississauga District Office, and Scarborough inquiries should be referred to the Oshawa District Office.

Barrie Information Office
30 Poyntz St.
Barrie L4M 3P2
705-726-0326
If long distance dial
1-800-461-7597

Hamilton District Office
119 King St. W.
Hamilton L8P 4T9
416-521-7100
For Toll-free number check the
blue pages of telephone directory

Kenora Information Office
100 Main St. S.
Kenora P9N 1S9
807-468-9554
West of Ignace ask operator
for Zenith 69100

Kingston District Office
1055 Princess St.
Kingston K7L 5T3
613-546-3811
If long distance dial
1-800-267-0933

Kingston Information Office
Macdonald-Cartier Bldg.
49 Place d'Armes
Kingston K7L 5J3
613-548-7878
If long distance dial
1-800-267-0933

Kitchener Information Office
235 King St. E.
Kitchener N2G 4N5
519-745-8421
If long distance dial
1-800-265-2385

London District Office
227 Queen's Ave.
London N6A 1J8
519-433-4561
If long distance dial
1-800-265-4703

Mississauga District Office
201 City Centre Dr.
Mississauga L5B 2T4
416-275-2730
If long distance ask operator
for Zenith 96420

Oshawa District Office
Executive Tower
419 King St. W.
Oshawa L1J 7J2
416-434-3700
If long distance dial
1-800-263-3814

Ottawa District Office
75 Albert St.
Ottawa K1P 5Y9
613-566-2740
If long distance dial
1-800-267-1912

Owen Sound Information Office
1043A Second Ave. E.
Owen Sound N4K 2H8
519-376-6447
If long distance dial
1-800-265-3190

Peterborough Information Office
815 High St.
Peterborough K9J 8J9
705-743-2140
If long distance ask operator
for Zenith 96420

Sarnia Information Office
452 Christina St. N.
Sarnia N7T 5W4
519-337-2348
If long distance dial
1-800-265-1453

Sault Ste. Marie Information Office
205 McNabb St., 2nd Flr.
Sault Ste. Marie P6B 1Y3
705-759-8598
If long distance dial
1-800-461-2215

St. Catharines Information Office
59 Church St., 3rd Flr.
St. Catharines L2R 3C3
416-682-6658
If long distance dial
1-800-263-4973

Sudbury District Office
199 Larch St., 8th Flr.
Sudbury P3E 5R1
705-675-4261
If long distance dial
1-800-461-4006

Thunder Bay District Office
435 James St. S.
Thunder Bay P7E 6E3
807-475-1351
Ignace & East ask operator
for Zenith 96420

Timmins Information Office
38 Pine St. N.
Timmins P4N 6K6
705-264-5388
If long distance ask operator
for Zenith 96420

Toronto District Office
2195 Yonge St.
Toronto M4S 2B2
416-482-1111

Windsor Information Office
1427 Ouellette Ave.
Windsor N8X 1K1
519-258-7560
If long distance dial
1-800-265-4840

INFORMATION SYSTEMS DIVISION

INFORMATION SYSTEMS DIVISION HEALTH 40
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-965-8023

The Information Systems Division develops, implements, operates and maintains health information systems to serve the Ministry's corporate management and program managers, as well as health care providers, planners, and researchers.

USER SUPPORT BRANCH HEALTH 41
15 Overlea Blvd., 2nd Flr.
Toronto M4H 1A9
416-965-9607

The User Support Branch supports the Ministry's goal of improving the health of the residents of Ontario by developing and analyzing information about health care resources, services, utilization and statistics related to hospitals and medical and health care institutions.

SYSTEMS SUPPORT BRANCH HEALTH 42
Macdonald-Cartier Bldg., 5th Flr.
Kingston K7L 5J3
613-548-7878 Ext. 2450

The Systems Support Branch advises the Ministry and its related agencies on all aspects of automatic data processing, computer processing, data entry, word processing equipment, and the acquisition of management consulting services.

SYSTEMS DEVELOPMENT BRANCH HEALTH 43
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-965-8019

The Systems Development Branch designs, develops, and implements computer systems, to support the various program areas of the Ministry of Health. This branch also ensures that the corporate data bases are suitably designed, populated, and maintained.

SYSTEMS DEVELOPMENT BRANCH HEALTH 44
PROVIDER SUPPORT UNIT
15 Overlea Blvd., 2nd Flr.
Toronto M4H 1A9
416-965-8029

The Provider Support Unit gives direction and leadership to the province's health care providers, on the effective application of information technology.

HEALTH INSURANCE DIVISION

HEALTH INSURANCE DIVISION HEALTH 45
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6800

The Health Insurance Division is responsible for legislation and policy relating to health insurance and payment programs, registration
of Ontario residents in the provincial health insurance program, Northern Health Travel Grant, and physician and practitioner malpractice insurance premium reimbursement programs. The Alternate Funding Unit focuses on new and emerging methods of alternative funding for both providers and programs in the delivery of health care. The office of the Executive Director, Health Insurance Division, provides overall coordination for these activities.

CLIENT SERVICES BRANCH HEALTH 46
Macdonald-Cartier Bldg.
49 Place d'Armes
P. O. Box 48
Kingston K7L 5J3
613-548-6262

The Client Services Branch ensures that **Ontario Health Insurance** and other selected Ministry programs serve the needs of all clients, including Northern Ontario residents, employer groups, labour, hospitals and individuals. The branch designs, implements and monitors policies relating to the enrolment of Ontario residents; administers the Northern Health Travel Grant and the Malpractice Insurance Premium Reimbursement Program, described separately.

Changes to the Health Insurance Act and Regulations are recommended by the branch. It designs specific programs to accommodate special needs (i.e. premium assistance, temporary assistance, premium exemption for resident **senior citizens** over 65 years of age and their spouses and dependents), as well as premium collection programs. By liaising with the federal government and provincial ministries on matters of mutual concern, such as **immigrants, refugees**, foreign **students** and organized labour, the branch ensures the availability of **health insurance** coverage and prevents abuse of the system. Operating systems are reviewed to produce manuals. The branch also identifies and specifies training needs in order to minimize problems with client requests by telephone, in writing or

in person. For information, contact Local Ontario Health Insurance offices listed under the Claims Payment Division entry and in Bell Canada phone books' blue pages of government listings.

CLIENT SERVICES BRANCH HEALTH 47
CLIENT LIAISON UNIT
7 Overlea Blvd., 1st Flr.
Toronto M4H 1A8
416-965-1000
Fax 416-963-2298

This unit provides customer service and prepares written responses to correspondence relating to **Ontario Health Insurance** which is directed to the Minister of Health and senior Ministry officials.

CLIENT SERVICES BRANCH HEALTH 48
NORTHERN HEALTH TRAVEL GRANT UNIT
P. O. Box 1292
Kingston K7L 4Y8
Toll-free 1-800-267-9450

The unit is responsible for administering the **Northern Health Travel Grant Program**. This program helps pay **transportation** costs for Northern Ontario residents who must travel a minimum one-way distance of 250 kilometres within Northern Ontario or to Manitoba and a minimum one-way distance elsewhere in Ontario for medically necessary specialist services. To obtain program details, call the toll-free number listed above.

CLIENT SERVICES BRANCH HEALTH 49
MALPRACTICE INSURANCE PREMIUM
REIMBURSEMENT
P. O. Box 1292
Kingston K7L 4Y8
613-548-6666

This program is responsible for reimbursing malpractice **insurance** premiums to physicians and chiropractors as negotiated between the Ministry and the professional association. For general information, contact any local Ontario Health Insurance office listed under the Claims Payment Division.

PROVIDER SERVICES BRANCH HEALTH 50
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6555
416-965-2181 (Toronto)

The Provider Services Branch adjudicates professionals' claims under **Ontario Health Insurance**. This function includes the provision of specialized and consultative services for claims submitted by practitioners whose services are paid by this program. The branch communicates with professional organizations and licensing bodies, including **physicians, dentists, optometrists, chiropractors, osteopaths, chiropodists**, and **physiotherapists**, and maintains a registry of all providers who bill the Ministry of Health for **health** services. Additional responsibilities include establishing **medical** policy for Ontario Health Insurance and verifying that professionals' claims are for insured services, performed in accordance with accepted professional standards and practices. Complaints, with details and Ontario Health Insurance number, can be directed to this

branch. For inquiries on payment of claims, contact the district offices listed under the Claims Payment Division entry.

PROVIDER SERVICES BRANCH HEALTH 51
ALTERNATE FUNDING UNIT
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6637

The Alternate Funding Unit has been established to focus on new and emerging methods of alternative funding for both providers and programs in the delivery of health care. Initially, the unit will focus activities on the implementation and program management of the Independent Health Facilities Act.

CORPORATE ADMINISTRATION

FINANCE AND ACCOUNTING BRANCH HEALTH 52
7 Overlea Blvd., 5th Flr.
Toronto M4H 1A8
416-963-0937

The Finance and Accounting Branch provides leadership in the development of financial recording and reporting standards, establishes the Ministry's financial and accounting policies, and provides financial information to management. The branch also maintains liaison with the Office of the Treasury, the Provincial Auditor, and other government ministries and agencies.

The Insurance Accounting Section (Macdonald-Cartier Bldg., 3rd Flr., 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes premiums (416-965-8342), refunds for Ontario Health Insurance, operates payment systems encompassing professionals and subscribers for care provided under the Health Insurance Act, the **Ontario Drug Benefit Program** (ODB), the **Assistive Devices Program** (ADP), the Northern Health Travel Grant, the inter-provincial Reciprocal Billing Agreement, and the Alternate Payment Program.

This office, also administers eligibility under the ODB Program for the registration of eligible participants (via the **Ontario Senior Citizen Privilege Card**), and handles eligibility enquiries (416-965-9337, or 613-548-6552). Selected prescribed **drugs** are provided at no charge to **senior citizens** (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants or on Ministerial Permits; and recipients of **Family Benefits** Assistance (FBA), General **Welfare** Assistance (GWA), and **Homes for Special Care** and Extended Health Care benefits. The numbered Ontario Senior Citizen's Privilege Card entitles eligible patients to **drug** benefits . Federal OAS pensioners automatically receive this card, although anyone over 65 who meets eligibility requirements may apply. Forms are available at some pharmacies, all Ontario Health Insurance district offices, or by writing: Ministry of Health, Drug Benefit, P. O. Box 78, 49 Place d'Armes, Kingston K7L 5K2. FBA (including the blind and disabled), GWA and other recipients are issued monthly cards. To be eligible as benefits, drugs must, for reasons of quality and cost control, be an approved benefit, prescribed by a person entitled to prescribe drugs in Ontario, and be obtained at a participating dispensary in Ontario.

The Corporate Accounting Section (15 Overlea Blvd., 3rd Flr., Toronto M4H 1A9, 416-965-3993) provides a controllership function for all ministry organizational units. This function includes payments for suppliers' goods and services, payroll and expense account services, management of the Ministry's Financial Information System, payments for hospitals and related facilities, and payments to nursing homes and residential homes

under the Homes For Special Care (HSC) and **Extended Care Programs** (EC). This section also administers the eligibility process for **nursing home** applicants, under the EC Program, and handles eligibility enquiries (416-965-1506).

The Financial Systems Development (FSD) Section, (7 Overlea Blvd., 5th Flr., Toronto M4H 1A8, 416-963-0937 or 416-963-0940) also reports to the Finance and Accounting Branch.

FISCAL RESOURCES BRANCH HEALTH 53
Hepburn Block, 9th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 2C6
416-965-5415

The Fiscal Resources Branch coordinates the Ministry's allocation and estimates processes, coordinates the preparation of submissions to Management Board, including the Ministry's management by results and financial reports. The branch manages the flow of cash to agencies and facilities funded by the Ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management and advisory services to Ministry managers.

SUPPLY AND SERVICES BRANCH HEALTH 54
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-963-1070

The Supply and Services Branch provides the Ministry with a wide range of supply and administrative services, including purchasing (631-7100), assets management (631-7100), reproduction and stationery services (963-1018), Ontario **Government Pharmaceutical and Medical Supply** (631-7100), Facilities Management Services (963-1025), Insurance and Claims Administration (963-1065), Vehicle Licensing and Parking Administration (963-1065), Mail and Messenger Services (965-8288), Corporate Information Resource Centre (965-5071), Information Analysis and Development (965-8242), **Library** and Information Services (965-7881), **microimaging services** (965-8242), and the **Ministry reading room** (965-7881) which allows public access to Ministry publications, statutes, most manuals and internal procedures.

The branch also supervises a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the Manager, Administrative Services (963-1073).

HEALTH BOARDS SECRETARIAT HEALTH 55
Hepburn Block, Rm. SW-1175
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-7285

The Health Boards Secretariat provides financial and administrative support to a number of **health** care appeal and review boards established under Ministry legislation.

The **Health Disciplines Board** handles appeals of decisions by the self-governing colleges of **physicians, dentists, optometrists**, **pharmacists** and **nurses** concerning provision of service and registration of members. The **Denture Therapists Appeal Board** reviews **complaints** about registration of denture therapists. Decisions made by the General Manager, **Ontario Health Insurance** concerning billing practices of physicians, chiropractors, dentists and optometrists, and payment of subscribers' claims, are appealed through the **Health Services Appeal Board**. The **Health Facilities Appeal Board, Nursing Homes Review Board**, and **Laboratory Review Board** deal with appeals respecting **licences**.

Appeals of Orders concerning unfit premises and suspension of pupils for non-compliance with the **Immunization of School Pupils Act** are heard by the **Health Protection Appeal Board**. The **Hospital Appeal Board** handles complaints about appointments to hospitals' and medical staff. The **Funeral Services Review Board** reviews decisions on licensing of funeral directors and establishments. The Review Boards, under the **Mental Health Act**, hear matters concerning the hospitalization and treatment of involuntary **psychiatric** patients. Under the **Criminal Code of Canada**, the **Lieutenant Governor's Board of Review** studies the case of every person detained under a Lieutenant Governor's warrant (i.e., found guilty or unfit to stand trial by reason of insanity) within 6 months of initiation of the warrant and annually thereafter.

AUDIT BRANCH HEALTH 56
7 Overlea Blvd., 2nd Flr.
Toronto M4H 1A8
416-965-4338

This branch is responsible for the Ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and Ministry-funded agencies.

HUMAN RESOURCES BRANCH HEALTH 57
Hepburn Block, 11th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-5077

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. The branch establishes Ministry personnel policies and procedures, determines appropriate classification and compensation levels for all Ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the Ministry's Employment Equity and **Youth Employment** Programs and maintains personnel and employee benefit records. Liaison is provided between the Ministry, the Human Resources Secretariat and the Ontario Public Service Employees Union (OPSEU). To improve service to the public and client groups, the branch coordinates Ministry programs in human resources planning and development, attendance improvement and customer service, and functions as a staff development resource. Regional offices, listed below, provide personnel services to Ministry employees in their geographic locations:

P. O. Box 1050
Brockville K6V 5W7
613-345-1461

100 West 5th St.
Hamilton L9C 3N6
416-388-2511

752 King St. W.
Kingston K7L 4X3
613-546-1101

Box 48 (Ontario Health Insurance)
49 Place d'Armes
Kingston K7L 5J3
613-548-6271

850 Highbury Ave.
London N6A 4H1
519-455-5110

Box 3010
North Bay P1B 8L1
705-474-1200

Church St.
Penetanguishene L0K 1P0
705-549-3181

Box 2004
St. Thomas N5P 3V9
519-631-8510

580 Algoma St. N.
Box 2930
Thunder Bay P7B 5G4
807-344-3571

1001 Queen St. W.
Toronto M6J 1H4
416-535-8501

Queen's Park Unit
11th Flr., Hepburn Block
Toronto M7A 1S5
416-965-5041

Overlea Unit
6th Flr., 15 Overlea Blvd.
Toronto M4H 1A8
416-965-2025

Islington Satellite Unit
Resources Rd.
Toronto M5W 1R5
416-235-5939

Box 613
Whitby L1N 5S9
416-668-5881

HUMAN RESOURCES BRANCH — HEALTH 58
EMPLOYMENT EQUITY PROGRAM
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-0207

The Employment Equity Program Office of the Human Resources Branch coordinates programs within the Ministry of Health to improve the employment status of women, visible minorities, disabled persons, native people and francophones.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Health are listed below. Contact the communications and information branch for unlisted agencies.

ADDICTION RESEARCH FOUNDATION — HEALTH 59
33 Russell St.
Toronto M5S 2S1
416-595-6000
Fax 416-979-8133

The Addiction Research Foundation (**ARF**) conducts specialized **research** and treatment, educational, clinical, preventive and community development programs. Research results are published in books and journal articles. Pamphlets, video cassettes and other educational products are available; many are produced in English and French. The Foundation's **library** (595-6144), which is open to the public, has an extensive collection of research reports, books and **audio-visual** material. Inpatient and outpatient treatment for **alcoholics** and other **drug** abusers is available through the Clinical Institute (595-6021), a 63-bed research and teaching hospital affiliated with the University of Toronto. Regional **ARF** offices assist communities in the development of preventive and treatment services.

The Foundation's Drug and Alcohol Information Line includes a series of factual, scientific telephone messages on alcohol and drug-related topics. This province-wide, toll-free service also offers information on community resources and treatment programs throughout Ontario. Available in English and French, the service operates from 9:00 a.m. to 9:00 p.m. daily (1-800-387-2916 or 595-6111 in Toronto).

CLARKE INSTITUTE OF PSYCHIATRY HEALTH 60
250 College St.
Toronto M5T 1R8
416-979-2221 Switchboard
416-979-6816 Public Information
Fax 416-979-2243

The Clarke Institute of Psychiatry operates under the authority of the Ontario Mental Health Foundation Act, the Public Hospitals Act and the Mental Health Act. The objective of the Institute is to maintain, manage and operate a hospital with facilities for **psychiatric research, education**, diagnosis and treatment.

In-hospital care for adults, and treatment on a day or out-patient basis for both adults and children are provided by the Institute. As a teaching hospital (University of Toronto), it offers graduate and undergraduate courses in medicine, nursing, social work, occupational therapy and other related mental health disciplines. Educational material on mental illness and mental health is also available.

ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION HEALTH 61
7 Overlea Blvd., 2nd Flr.
Toronto M4H 1A8
416-423-4240

The Ontario Cancer Treatment and Research Foundation supports programs of diagnosis, treatment and **research** in cancer. Affiliated with the Ontario Cancer Institute (incorporating the Princess Margaret Hospital) in Toronto, the Foundation operates eight regional cancer centres (associated with hospitals) and 17 consultative and follow-up clinics. Five lodges accommodate out-of-town ambulatory patients receiving treatment. The Foundation also funds services and rehabilitation programs, including speech therapy, prosthetic devices, transportation of patients travelling over 25 miles, and chemotherapeutic drugs for needy Ontario patients. Support is offered to **medical**, paramedical and scientific personnel for undergraduate and postgraduate study in oncology. In addition, the Foundation supports career scientists and laboratory and clinical cancer investigation. The Division of Epidemiology and statistics promotes adequate reporting of cancer cases and compiles **statistical** data. The **Cancer Information Service** in Hamilton (1-800-263-6750) serves as a resource centre for health professionals, researchers and students.

Regional Cancer Centres are listed below:

Hamilton Regional Cancer Centre
711 Concession St.
Hamilton L8V 1C3
416-387-9495

Kingston Regional Cancer Centre
King St. W.
Kingston K7L 2V7
613-544-2630

London Regional Cancer Centre
790 Commissioners Rd. E.
London N6A 4L6
519-685-8600

Ottawa Regional Cancer Centre
190 Melrose Ave.
Ottawa K1Y 4K7
613-725-6300

Ottawa Regional Cancer Centre
501 Smyth Rd.
Ottawa K1G 8L6
613-737-7700

North Eastern Ontario Oncology Program
41 Ramsey Lake Rd.
Sudbury P3E 5J1
705-522-0451

Thunder Bay Regional Cancer Centre
290 Munro St.
Thunder Bay P7A 7T1
807-343-1610

Windsor Regional Cancer Centre
2220 Kildare Rd.
Windsor N8W 2X3
519-253-5253

Toronto Bayview Regional Cancer Centre
2075 Bayview Ave.
Toronto M4N 3M5
416-488-5801

HEALING ARTS RADIATION PROTECTION COMMISSION — HEALTH 62
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-1030

The Healing Arts Radiation Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high quality diagnostic images.

Established under the provisions of the **HARP** Act, the Commission advises the Minister of Health on matters relating to **X-ray safety**, and approves training courses for all personnel involved in the use of medical X-rays. Six Advisory Committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry and radiological technology assist the Commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities, as well as information on the creation of the Commission and its Advisory Committees, are detailed in the Commission's Annual Report.

ONTARIO MENTAL HEALTH FOUNDATION — HEALTH 63
365 Bloor St. E., Ste. 1708
Toronto M4W 3L4
416-920-7721

The Ontario Mental Health Foundation provides **grants** for **mental health research**. The Foundation also supports specific projects, doctoral and postdoctoral students, and postgraduate independent research.

CHAPLAINCY SERVICES — HEALTH 64
700 Bay St., Room 216
Toronto M5G 1Z6
416-965-3733

The Ministry of Community and Social Services acts as the lead Ministry in coordinating all chaplaincy services within the Ontario Government. For information, see the Chaplaincy Services entry under the Ministry of Community and Social Services.

ACTS

ACTS — HEALTH 65

The Ministry of Health is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Alcoholism and Drug Addiction Research Foundation Act
Ambulance Act
Cancer Act

Cancer Remedies Act
Chiropody Act
Community Psychiatric Hospitals Act
Dental Technicians Act
Denture Therapists Act
Drugless Practitioners Act
Fluoridation Act
Funeral Services Act
Healing Arts Radiation Protection Act
Health Care Accessibility Act, 1986
Health Disciplines Act
Health Facilities Special Orders Act, 1983
Health Insurance Act
Health Protection and Promotion Act, 1983
Homes for Special Care Act
Hypnosis Act
Immunization of School Pupils Act, 1982
Laboratory and Specimen Collection Centre Licencing Act
Mental Health Act
Mental Hospitals Act
Ministry of Health Act
Municipal Health Services Act
Nursing Homes Act
Ontario Drug Benefit Act, 1986
Ontario Mental Health Foundation Act
Ophthalmic Dispensers Act
Prescription Drug Cost Regulation Act, 1986
Private Hospitals Act
Private Sanitaria Act
Psychologists Registration Act
Public Hospitals Act
Radiological Technicians Act
War Veterans Burial Act

MINISTRY OF HOUSING

777 Bay St., 10th Flr.
Toronto M5G 2E5

The Ministry of Housing is responsible for the development of programs and policies to increase the supply of affordable housing. While encouraging the conservation of existing accommodation, the Ministry provides rent-geared-to-income housing for qualified low and moderate-income households through Ontario Housing Corporation, and supports municipal, private and cooperative non-profit housing.

The Ministry also administers rent review legislation; helps ensure that all structures in Ontario are built safely and efficiently by developing and maintaining the Ontario Building and Plumbing Codes.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION SERVICES BRANCH HOUSING 1
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7025
Customer Assistance: 416-585-7041

The Communications and Information Services Branch provides information and communicative services to both the Ministry of Housing and the Ministry of Municipal Affairs.

HOUSING ADVOCACY TASK FORCE HOUSING 2
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-4239

The Housing Advocacy Task Force was established in April 1988 to reflect an expansion of the role of the Ministry from housing regulator and producer to include the active promotion of affordable housing opportunities.

The mandate of the Task Force is to involve, influence and persuade Provincial ministries, municipalities, community groups and the private sector to use their resources to remove obstacles and enhance opportunities for increasing the supply of affordable housing in Ontario. To accomplish this goal, the Task Force actively promotes Ministry of Housing policies and programs; provides support wherever necessary for affordable housing projects and acts as a liaison between client groups and the Ministry.

Two components to the Task Force are: Government Land which involves coordinating and influencing the use of government lands for affordable housing, through the Housing First Policy. Municipal and Community Relationships which involves negotiating with key decision-makers including municipalities, non-profit sector, churches and the private sector, to support the production of affordable housing.

CORPORATE RESOURCES MANAGEMENT

CORPORATE RESOURCES MANAGEMENT HOUSING 3
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670

Corporate Resources Management supports and advises the Ministry of Housing and the Ministry of Municipal Affairs in achieving program objectives. This office develops management policies and processes; sets administrative standards; delivers essential

resources and support services, and provides ongoing advice on a range of management activities and issues.

FRENCH LANGUAGE SERVICES HOUSING 4
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-4020

The Coordinator of French Language Services is responsible for coordinating the implementation of French language services in designated areas of the province, under the French Language Services Act.

SERVICES EN FRANÇAIS

Le coordonnateur des services en français du ministère du logement est responsable pour la coordination de la mise en oeuvre de la loi de 1986 sur les services en français dans les régions désignées de la Province.

CORPORATE AND AGENCY SERVICES HOUSING 5
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6521

Corporate and Agency Services is responsible for providing administrative support services and consultation, acting as a corporate officer, where required, and providing liaison and contact for Ministry agencies. These agencies include the **Ontario Housing Corporation**, and the Residential Rental Standards Board.

The office is also responsible for the administration of the **Freedom of Information** and Protection of Privacy Legislation.

Submissions resulting from public **tenders** called on behalf of the Ministry and its agencies are accepted by this office. It records and holds securities from tender submissions, and maintains insurance policies (vehicle and general third party liability) for the Ministry, its agencies and the Ministry of Municipal Affairs.

OPERATIONS REVIEW AND AUDIT BRANCH HOUSING 6
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6550

The Operations Review and Audit Branch is responsible for the internal audit function in the Ministries of Housing and Municipal Affairs. The branch performs financial, EDP and management audits to assess the adequacy of controls.

FACILITIES AND SERVICES HOUSING 7
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-7232

The branch supplies the Ministry of Housing, the Ministry of Municipal Affairs and their agencies with administrative services, including supply management, **records**, forms and manuals management, printing, duplicating, word processing, office accommodation, design and telephone services, mail services, as well as assets and fleet management. Liaison is provided with the Ministry of Government Services to coordinate common services. The branch is also responsible for the **library** located at 777 Bay St., 2nd Floor. The library operates a **Freedom of Information reading room** which provides public access to the ministries' publications, statutes, and operational manuals listed in the

Freedom of Information and Protection of Individual Privacy Directory of General Records.

CORPORATE POLICY AND PLANNING BRANCH HOUSING 8
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6800

The Corporate Policy and Planning Branch is responsible for coordinating development of the Ministry's strategic plan, analysis of policy issues, design of management processes and financial resource allocation, from a corporate viewpoint, and for providing research and statistical support services.

The Policy and Research Section (585-7042) provides strategic planning coordination, policy advice, coordination and analysis of corporate policy issues, and research and statistical support services. Section responsibilities also include briefing the Minister of Housing on matters being considered by Cabinet and its Committees.

The Resources Planning Section (585-7017) manages the Ministry's financial resource allocation, estimates, and results management processes, and ensures effective ongoing liaison and communications with Cabinet and its committees.

FINANCIAL SERVICES BRANCH HOUSING 9
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577

The Financial Services Branch provides financial management and accounting services to all Ministry of Housing and Ministry of Municipal Affairs programs. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

The branch coordinates housing-related, cost-sharing arrangements with the federal government, and provides accounting and banking services to 6 Regional Housing Programs offices and 58 **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Treasury and Economics is also provided by the branch.

HUMAN RESOURCES BRANCH HOUSING 10
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003

The Human Resources Branch performs personnel functions for the Ministry of Housing and the Ministry of Municipal Affairs. The Metropolitan Toronto Housing Authority handles its own personnel functions (928-4914). The branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the formulation of Ministry personnel policies and procedures, manpower planning, staff development, establishment of appropriate classification and compensation levels for all Ministry employees, staff recruitment, employee counselling, investigation of employee grievances, and all matters affecting working conditions and performance. The branch maintains the ministries' personnel, payroll and employee benefit records. It also provides liaison between the ministries and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The branch offers a complete staff relations service to the Ontario Housing Corporation and its local Housing Authorities in dealing with the Canadian Union of Public Employees (CUPE) and OPSEU.

The **Employment Equity Program** Office plans, develops and coordinates programs within the Ministry of Housing, the Ministry of Municipal Affairs, and the local housing authorities to improve the employment status of women, visible minorities, disabled persons, Native peoples and francophones.

MANAGEMENT SERVICES BRANCH HOUSING 11
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6830

The Management Services Branch provides management consulting, **systems development** and information technology-related services to the Ministry of Housing and its agencies. End-users receive office automation technical support and education. The branch is responsible for the definition, development and documentation of the Ministry's computerized information systems. It liaises with the Ministry of Government Services' Computer and Telecommunication Services Division, and represents the ministry at the Ontario Systems Council. For government systems development policy, see Management Board of Cabinet, Information Technology Division.

LEGAL BRANCH HOUSING 12
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6703

The Legal Branch provides legal services to the Ministry of Housing and its agencies, boards and commissions. These services relate to housing, supply and social housing programs, building development, rent review, purchase and sale of land, mortgages, Ministry operations and interpretation of statutes, regulations and proposed legislation. The section serving the Metropolitan Toronto Housing Authority is located at 1320 Yonge St., 2nd Flr., Toronto M4T 2W4, 416-928-4938.

BUILDING PROGRAMS

ONTARIO BUILDINGS BRANCH HOUSING 13
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6666

The Ontario Buildings Branch administers the **Building Code** under the Building Code Act, and the **Plumbing Code** under the **Ontario Water Resources Act**. The Building Code consists of building requirements to minimize the risk of injury and property damage from structural failure, fire and health hazards. Advice is provided to municipalities, builders and the public on **building** regulations enforced by municipalities.

The branch also manages the **Building Action Program**, which administers **grants** to **municipalities** for innovative projects improving areas of building administration, and provides training courses for municipal building officials.

Other areas of responsibility include research of building industry issues and government-wide consolidation and streamlining of legislation relating to building.

ASSISTANT DEPUTY MINISTER-HOUSING SUPPLY POLICY RENT REVIEW WING

RENTAL HOUSING PROTECTION PROGRAM — HOUSING 14

777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7527

The Rental Housing Protection Program, administers the **Rental Housing Protection Act**.

Certain activities which reduce the stock of rental housing in larger centres are restricted by the Act. Municipal councils are required to approve proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes enquiries on alleged violations. **Publications** and brochures are available to the general public.

HOUSING SUPPLY POLICY BRANCH — HOUSING 15

777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6360

This branch is charged with developing new provincial housing policies and programs. The Housing Supply Policy Section monitors economic conditions and trends in the shelter industry, and develops strategic policy recommendations and programs for ownership and rental housing.

The **Housing Conservation Unit's** major objective is to conserve, supplement and make optimum use of the existing housing stock and related urban infrastructure. Policy program development as well as research demonstration projects are carried out for a wide range of **housing** conservation, residential intensification and land use planning (as it affects housing development) subjects.

HOUSING SUPPLY POLICY BRANCH PROPERTY MANAGEMENT SUPPORT PROGRAM — HOUSING 16

777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

The Ministry of Housing encourages homeowners to become landlords through conversion of extra space to accessory apartments. Studies have indicated that small landlords require improved **business** skills.

The Property Management Support Program develops **education** and information programs to assist **landlords** in managing their properties more effectively.

The Successful Landlord, a 5 part **television** series developed to provide information on getting into real estate; record keeping, acquisition and financing; good property management; landlord and the law; renovations and rehabilitation, is available on a rental basis through TVOntario's VIP service (484-2637 or toll-free 1-800-268-8840).

An English/French **publication** was produced entitled "The Successful Landlord Study Manual" which provides practical guidance to the day-to-day business of being a small landlord, and is available through TVOntario (484-2614 or toll-free 1-800-387-8411).

HOUSING SUPPLY POLICY BRANCH HOUSING 17
PORTABLE LIVING UNITS FOR SENIORS
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

An innovative approach to **seniors' housing** that originated in Australia, the so-called "granny flat' is a detached housing unit which can be placed in the yard of an existing family home. Intended solely for occupancy by an elderly parent or parents of the owner of the main house and property, the self-contained units are designed to be temporary and portable, so that they can be removed and relocated when no longer required.

To test the applicability of this housing approach, the Ministry has placed 12 of these units through its Portable Living Units for Seniors (**PLUS**) demonstration project. The Regional Municipalities of Ottawa-Carleton and Sudbury and the City of Waterloo each has 4 units, owned and operated by the province. The units are rented to occupants at a rent equivalent to that of the nearest market alternative.

Based on an evaluation of the demonstration project, a decision will be made regarding longer-term implications and opportunities as a private market housing alternative.

HOUSING SUPPLY POLICY BRANCH HOUSING 18
MUNICIPAL BUILDING PROFILE PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

The program is designed to help municipalities develop automated information systems that define the characteristics of their rental housing by age, location and type of projects.

Grants of up to 20,000 are being made to **municipalities** where the population is at least 10,000 or more, and the rental stock makes up at least 25 per cent of the total housing. The one time grant may cover up to 100% of eligible costs including those associated with project staff, consultants and the development of computer software.

Aided by comprehensive profiles of the rental accommodation within their boundaries, municipalities will be able to plan for their future rental housing, and benefit from any available government assistance, such as support for the upgrading of older rental stock.

HOUSING SUPPLY POLICY BRANCH HOUSING 19
HOME SHARING PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

Home sharing is a living arrangement involving two or more unrelated persons who share a family house or apartment. Each has his or her own private space and shares some common areas such as the living room and kitchen.

Through its Home Sharing Program, the Ministry is co-sponsoring the development of municipal services to match together persons who are seeking and providing accommodation. These services go beyond those of a typical housing registry or referral agency. Counselling and follow-up assistance is an integral part of the shared housing approach.

A variety of client groups are served under this program. Seniors, single parents, students, newcomers to Canada, and singles in general have benefitted from the Home Sharing Program.

The Ministry is currently funding a total of 17 home sharing projects located in Metropolitan Toronto, the regions of Hamilton, Niagara, Ottawa-Carleton, Sudbury, Waterloo and York, and the cities of Peterborough, London and North Bay.

Municipalities wishing to establish home sharing services may apply for a **grant** of up to 40,000 per year to cover up to 75% of the total operating budget. The remaining 25% will be funded by the municipality.

HOUSING SUPPLY POLICY BRANCH HOUSING 20
LAND USE
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6520

The Housing Supply Policy Branch is responsible for developing ministry policies on how land use process should affect the development of housing.

On July 20, 1989, the Minister of Housing and the Minister of Municipal Affairs jointly released a "Policy Statement on Land Use Planning for Housing." This Policy Statement, prepared under the authority of the Planning Act, is intended to: ensure that a substantial portion of new housing developed is affordable to households of low and moderate income; encourage municipalities to streamline the planning and building approvals process; increase the supply of land available for housing; increase the range of housing types and sizes; and promote the intensification of established areas for new housing.

Ministry of Housing staff will work with Ministry of Municipal Affairs staff in monitoring and supporting the implementation of the policy statement.

The branch is also responsible for ongoing contributions to land use related issues, legislative proposals and land use initiatives considered by the government.

HOUSING SUPPLY POLICY BRANCH HOUSING 21
RESIDENTIAL INTENSIFICATION
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6520

Residential intensification creates additional **housing** units from established areas, existing buildings, and lands that have been used for other purposes. The Housing Supply Policy Branch developed, in cooperation with the Ministry of Municipal Affairs, a series of programs to support residential intensification throughout Ontario.

These programs include enrichments to the Municipal Housing Statement, Community Planning Grants and PRIDE (Program for Renewal, Improvement, Development and Economic Revitalization) programs. The latter two programs are administered by Municipal Affairs.

The intensification component of the Municipal Housing Statement Program encourages municipalities to undertake housing market analysis and policy development by identifying past and present trends of residential intensification, potential supply and demand, and strategies for increasing supply through intensification. **Grants** are allocated according to the population size of **municipalities**.

The **Local Neighbours Grant Program** increases community awareness and develops local support for residential intensification opportunities through local campaigns, educational programs, workshops, and other promotional ideas. Funding is used to cover administration, consultant time, production of brochures and reports, and does not exceed $50,000.

The **Home Planning Advisory Service** offers grants of up to $30,000 per year to municipalities to establish resource centres. These centres offer advice and information to individuals within the community who wish to create accessory apartments or other forms of small-scale residential intensification.

ONTARIO'S RENT REGISTRY HOUSING 22
415 Yonge St., 19th Flr.
Toronto M5B 2E7
416-963-3624

As part of the **Residential Rent Regulation Act**, 1986, a province-wide Rent Registry has been established to record the maximum **rent** for private rental residential units. This process involves annual up-dating of the rents filed by landlords in accordance with the rent review guideline or as a result of rent review orders.

Landlords were required to register complexes (other than boarding houses) with 7 units or more by May 1, 1987. **Registration** of complexes with 6 units or less will be required at a later date, but may be performed earlier. The rent to be filed is generally the rent charged on July 1, 1985.

The Registry records, in its computer system, the "rent filed by landlord" and any recent rent review orders. The landlord and tenants are notified, and may apply to local Rent Review offices to correct, dispute or certify the legality of the registered rent.

The Registry ensures compliance with registration requirements, investigates registered and current rents, and prosecutes offences. It also provides support to the Rent Review Services Branch in computer systems, public education and staff training.

Information recorded in the Rent Registry is available from the local Rent Review office serving the area where the complex is located. (See listing under Rent Review Services Branch).

RENT REVIEW SERVICES BRANCH HOUSING 23
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-2838
Toll-free 1-800-387-9060

Ontario's **Residential Rent Regulation Act** limits the amount and frequency of **rent** increases in private residential rental accommodation. Through a network of 21 local rent review offices, the Rent Review Services Branch resolves rent review applications from landlords and tenants, provides education and information services, and investigates and prosecutes illegal activities. Local offices (listed below) also provide information and advice on all **landlord and tenant** matters, including the Landlord and Tenant Act.

EASTERN ONTARIO REGION

265 Ontario St., 1st Flr.
Kingston K7K 2X5
613-548-6770
If long distance ask operator
for Zenith 96000
For Counties of Frontenac, Lennox &
Addington, Leeds & Grenville,
Hastings & Prince Edward

40 King St. W., Ste. 700
Oshawa L1H 1A4
416-723-8135
If long distance ask operator
for Zenith 96000
For Regional Municipality of Durham

10 Rideau St., 3rd Flr.
Ottawa K1N 9J1
613-230-5114
If long distance ask operator
for Zenith 96000
For Regional Municipality of
Ottawa-Carleton, Counties of
Renfrew, Stormont-Dundas-Glengary,
Prescott & Russell & Lanark

139 George St. N., 1st Flr.
Peterborough K9J 3G6
705-743-9511
If long distance ask operator
for Zenith 96000
For Counties of Peterborough,
Northumberland, Victoria, Haliburton

CENTRAL ONTARIO REGION

4 Robert Speck Parkway, Ste. 550
Mississauga L4Z 1S1
416-270-3280
If long distance ask operator
for Zenith 96000
For Regional Municipality of Peel

47 Sheppard Ave. E., Ste. 402
North York M2N 5X5
416-250-1261
If long distance ask operator
for Zenith 96000
For North York, and Regional
Municipality of York,
excluding the Towns of E.
Gwillimbury and Georgina

1200 Markham Rd., Ste. 415.
Scarborough M1H 3C3
416-438-3025
If long distance ask operator
for Zenith 96000
For Scarborough

5233 Dundas St. W., 4th Flr.
Etobicoke M9B 1A6
416-236-2505

56 Wellesley St. W., 8th Flr.
Toronto M7A 2J9
416-965-2484
If long distance ask operator
for Zenith 96000
For City of Toronto, East York

SOUTHWESTERN ONTARIO REGION

114 Worsley St., 5th Flr.
Barrie L4M 1M1
705-737-5715
If long distance ask operator
for Zenith 96000
For County of Simcoe, Towns of
East Gwillimbury & Georgina
in the Regional Municipality
of York, District
Municipality of Muskoka

25 Main Street W., Ste. 1620
Hamilton L8P 1H1
416-528-7721
If long distance ask operator
for Zenith 96000
For Regional Municipalities
of Hamilton-Wentworth, Halton,
Haldimand-Norfolk, County of Brant

30 Duke St. W., 4th Flr., Ste. 401
Kitchener N2H 3W5
519-579-5790
If long distance ask operator
for Zenith 96000
For Regional Municipality of
Waterloo, Counties of Wellington,
Dufferin

240 Wharncliffe Rd. N., Ste. 100
London N6H 4P2
519-679-7280
If long distance ask operator
for Zenith 96000
For Counties of Middlesex,
Oxford, Elgin, Lambton,
Perth, Huron

1077 Second Ave. E.
Owen Sound N4K 2H8
519-376-8034
If long distance ask operator
for Zenith 96000
For Counties of Grey, Bruce

43 Church St., Ste. 505
St. Catharines L2R 7E1
416-684-3984
If long distance ask operator
for Zenith 96000
For Regional Municipality
of Niagara

880 Ouellette Ave., Ste. 302
Windsor N9A 1C7
519-253-3535
If long distance ask operator
for Zenith 96000
For Counties of Essex, Kent

NORTHERN ONTARIO REGION

189 Wyld St.
North Bay P1B 1Z7
705-476-8092
If long distance ask operator
for Zenith 96000
For Districts of Nipissing,
Parry Sound

128 Larch St., 6th Flr.
Sudbury P3E 5J8
705-675-4394
If long distance ask operator
for Zenith 96000
For Regional Municipality of
Sudbury, Districts of Sudbury,
Manitoulin, Algoma

540 W. Arthur St.
Thunder Bay P7E 5R7
807-475-1595
If long distance ask operator
for Zenith 96000
For Districts of Thunder Bay,
Kenora, Rainy River

273 Third Avenue, 2nd Flr.
Timmins P4N 1E2
705-264-9557
If long distance ask operator
for Zenith 96000
For Districts of
Cochrane, Timiskaming

RESIDENTIAL RENTAL STANDARDS BOARD HOUSING 24
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7405
Toll-free 1-800-387-4451
Fax 416-585-6355

The Residential Rental Standards Board, created under the **Residential Rent Regulation Act**, ensures that all private rental residential units in the province are maintained at an acceptable minimum standard. The Board deals with serious maintenance problems, such as structural defects, inadequate heating, fire safety, pest infestation and plumbing defects, which have an impact on the health and safety of tenants.

The Board's duties include: reviewing orders from issuing authorities for maintenance of rental property; adopting minimum standards for maintenance and issuing orders under these standards; reporting serious violations in all orders and recommending long-term solutions for maintenance issues to the Minister; educating and advising landlords and tenants on maintenance issues for rental residential properties.

Additional information including an Outline of the Board, the Standard and a Guide to the Standard, can be obtained by writing or telephoning the Board or contacting local Rent Review Services offices (see listing under Rent Review Services Branch, Field Offices).

RENT REVIEW HEARINGS BOARD HOUSING 25
77 Bloor St. W., 10th Flr.
Toronto M5S 1M2
416-963-2742/1914
Fax 416-963-1200

The Rent Review Hearings Board is responsible for appeals under the **Residential Rent Regulation Act**, 1986. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of rent,

disputed rent, rent rebate, standards of rental units, etc. Information, advice, publications, fact sheets, annual report and reference material on the **appeal** process for tenants and landlords are available from Resource Centres located at Head Office and the four regional offices listed below.

CENTRAL REGION

2190B Yonge St., 6th Flr.
Toronto M4S 2B8
416-963-2831
Fax 416-963-1208

SOUTHWESTERN REGION

150 Dufferin Ave., 2nd Flr.
London N6A 5N6
519-679-7226
Fax 519-679-7128

EASTERN REGION

255 Albert St., 4th Flr.
Ottawa K1P 6A9
613-563-7096
Fax 613-563-3349

NORTHERN REGION

30 Cedar St., 8th Flr.
Sudbury P3E 1A4
705-673-5055
Fax 705-673-8061

ASSISTANT DEPUTY MINISTER-SOCIAL HOUSING WING

SOCIAL HOUSING WING HOUSING 26
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6002

The Social Housing Wing is responsible for developing provincial social housing programs and operational policy; handling federal-provincial housing relations; delivering social and market housing programs, including municipal non-profit, private non-profit, cooperative and rent supplement; developing and evaluating administrative and operational procedures for social housing programs; and managing the Ontario Housing Corporation's rental housing through its agents, the local housing authorities.

SOCIAL HOUSING PROGRAMS BRANCH HOUSING 27
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6077

The branch develops and evaluates social housing programs and policies; reviews and modifies current social housing programs; develops new policy and program initiatives for the Ontario Housing Corporation, non-profit housing and related housing programs. The Management Operations and Review Section examines management standards and program effectiveness for public housing authorities.

TENANT SUPPORT SERVICES BRANCH HOUSING 28
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6435

The Tenant Support Services Branch develops programs and policies designed to improve the quality of life for **tenants** residing in **rent**-geared-to-income housing. Linkages are facilitated with social service, educational and health care providers which may be of interest or benefit to tenants. The branch also promotes tenant participation in the decisions which affect them, and develops policy in areas such as race relations, tenant rights and responsibilities, community development, supportive housing, safety and security and anti-drug initiatives.

TECHNICAL SUPPORT SERVICES BRANCH HOUSING 29
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6382

The Technical Support Services Branch provides architectural, engineering and appraisal services to the Ontario Housing Corporation's client groups through the Regional Housing Programs Offices (see Housing Field Operations). Guidelines, manuals, standards and generic specifications associated with the design, construction, conservation and maintenance of housing accommodation in its many forms are developed by the branch. It also coordinates construction or conservation projects and programs that involve more than one Regional Housing Programs Office.

HOUSING FIELD OPERATIONS HOUSING 30
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

Housing Field Operations is responsible for six Regional Housing Programs Offices (RHPO) supporting the administration of 57 **housing authorities** involved in the day-to-day management of public housing. The offices, which are located in Hamilton, London, Ottawa, Toronto, Sudbury and Thunder Bay, also work with non-profit housing corporations, cooperative groups and municipalities in the delivery of housing programs.

The province-wide delivery and administration of various housing programs, including: Ontario Community Housing Assistance Program; Federal/Provincial and Unilateral Non-Profit Housing Programs; Low-Rise Rehabilitation Program (LRRP); Convert-to-Rent Program; Rent Supplement Program; Ontario Home Renewal Program (OHRP); Municipal Housing Statement Program; Ontario Home Renewal Program for Disabled Persons and Federal/Provincial Rural Housing Programs. The RHP offices have authority to approve non-profit groups' program loans and budgets, housing authority budgets, and emergency repairs to Ontario Housing Corporation (OHC) projects. They may also award tenders above financial limits set for housing authorities.

OHC's Housing authorities administer the province's **rent**-geared-to-income **housing** dealing with local issues within the framework of management agreements and general policy directives. OHC units accommodate families, **senior citizens**, **disabled** people, low-income single persons and childless couples. Persons with disabilities must arrange for the provision of support services required to carry out essential daily functions. A priority system is used to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Assaulted women applying for permanent subsidized housing are eligible for special consideration.

Regional housing programs offices and local housing authorities are listed below.

REGIONAL HOUSING PROGRAMS OFFICES

Southern Office
55 Hess St. S.
Hamilton L8P 4R8
416-521-7500
Fax 416-521-7200
If long distance ask Operator
for Zenith 20450

Southwestern Office
380 Wellington St., Ste. 1100
London N6A 5B5
519-679-7110
Fax 519-673-5039
If long distance dial
1-800-265-4733

Eastern Office
1365 Richmond Rd., Ste. 300
Ottawa K2B 6R7
613-820-8305
Fax 613-820-8305
If long distance dial
1-800-267-6108

Northern Office
1191 Lansing Ave.
Sudbury P3A 4C4
705-560-6350
Fax 705-560-4262
If long distance dial
1-800-461-1190

Northwestern Office
540 West Arthur St.
P. O. Box 5000
Thunder Bay P7E 5R7
807-475-1465
Fax 807-475-4830
If long distance dial
1-800-465-5015

Central Office
4950 Yonge St., 4th Flr.
Madison Centre
Willowdale M2N 6K1
416-225-1211
Fax 416-225-9717
If long distance dial
1-800-668-0208

HOUSING AUTHORITIES

Arnprior
8 McGonigal St.
Arnprior K7S 1L3
613-623-6177

York Regional
59 Yonge St. S., Ste. 201
Aurora L4G 1M1
416-727-1354
416-832-1618 (Toronto line)
If long distance ask Operator
for Zenith 44120

South Simcoe & Barrie
49 High St., Ste. 404
Barrie L4N 5J4
705-728-3894
If long distance ask Operator
for Zenith 44120

Hastings & Prince Edward
194 Coleman St.
P. O. Box 682
Belleville K8N 5B3
613-968-3465
If long distance ask Operator
for Zenith 44120

Muskoka District
95 Manitoba St., Ste. 5
P. O. Box 2009
Bracebridge P0B 1C0
705-645-9261
If long distance ask Operator
for Zenith 44120

Brant & Brantford
233 Colborne St.
Colborne Crt., Ste. 201
Brantford N3T 2H3
519-759-6100

Leeds & Brockville
51 King St. E.
Brockville K6V 1A8
613-342-2341
If long distance ask Operator
for Zenith 44120

South Waterloo
9 Cambridge St.
Cambridge N1R 3R5
519-623-2686

Lanark County
380 Flora St.
Townline Mall
Carleton Place K7C 3M9
613-257-7230
If long distance ask Operator
for Zenith 44120

Kent & Chatham
30 Raleigh St.
P. O. Box 1296
Chatham N7M 5R9
519-354-9592
If long distance ask Operator
for Zenith 44120

Northumberland County
200 Division St.
P. O. Box 969
Cobourg K9A 4W4
416-372-0151
If long distance ask Operator
for Zenith 24430

Cornwall & Area
113 Amelia St.
P. O. Box 1086
Cornwall K6H 5V2
613-938-7717
If long distance ask Operator
for Zenith 44120

East Kenora District
61 King St.
Dryden P8N 1B7
807-223-3087
If long distance ask Operator
for Zenith 44120

Timiskaming District
P. O. Box 907, 6th Ave.
Englehart P0J 1H0
705-544-2334/35
If long distance ask Operator
for Zenith 44120

Essex County
360 Fairview Ave. W., No. 302
Essex N8M 1Y3
519-776-6464
If long distance ask Operator
for Zenith 44120

Rainy River District
414 Scott St.
Fort Frances P9A 1H2
807-274-7704
If long distance ask Operator
for Zenith 44120

Huron County
48 The Square
Goderich N7A 1M5
519-524-2637
If long distance ask Operator
for Zenith 21520

Wellington & Guelph
292 Speedvale Ave. W., Unit 7
Guelph N1H 1C4
519-824-7822
If long distance ask Operator
for Zenith 44120

Hamilton-Wentworth
119 King St. W., 7th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7399

Prescott & Russell
880 James St.
Hawkesbury K6A 2W8
613-632-8501
If long distance ask Operator
for Zenith 44120

South Cochrane District
629 Cedar St.
P. O. Box 1028
Iroquois Falls "A" P0K 1G0
705-232-4095
If long distance ask Operator
for Zenith 44120

North Cochrane District
Model City Mall
Kapuskasing P5N 2E9
705-335-6179
If long distance ask Operator
for Zenith 44120

West Kenora District
Bannister Centre
301 First Ave. S., 2nd Flr.
Kenora P9N 1W2
807-468-5612

Bruce County
325 Lambton St.
P. O. Box 1450
Kincardine N2Z 2Z4
519-396-3439
If long distance ask Operator
for Zenith 44120

Kingston & Frontenac
394 King St. E.
P. O. Box 206
Kingston K7L 4V8
613-546-5591
If long distance ask Operator
for Zenith 44120

North Waterloo
Victoria Hills Plaza, Executive Offices
101 Hazelglen Dr.
P. O. Box 1061
Kitchener N2G 4G1
519-578-2860

Victoria-Haliburton
20 Sussex St. S.
Lindsay K9V 5A8
705-324-6401
If long distance ask Operator
for Zenith 44120

Manitoulin & Espanola Area
13 Worthington Ave.
P. O. Box 638
Little Current P0P 1K0
705-368-3400
If long distance ask Operator
for Zenith 44120

London & Middlesex
Royal Trust Building
137 Dundas St., 4th Flr.
London N6A 1E9
519-434-2765

North Simcoe & Orillia
478 Bay St.
P. O. Box 608
Midland L4R 4L3
705-526-4225
If long distance ask Operator
for Zenith 44120

Peel Regional
755 The Queensway E., Ste. 114
Mississauga L4Y 4C5
416-279-7792
If long distance ask Operator
for Zenith 44120

Lennox & Addington County
20 Market Square
P. O. Box 43
Napanee K7R 3L4
613-354-5695
If long distance ask Operator
for Zenith 44120

East Niagara
4701 St. Clair Ave.
P. O. Box 656
Niagara Falls L2E 6V5
416-354-1678
For toll-free number check
blue pages of telephone directory

Nipissing & Parry Sound Districts
222 McIntyre St., Ste. 500
P. O. Box 480
North Bay P1B 8J1
705-472-2441
If long distance dial
1-800-461-9560

Halton
700 Dorval Dr., Ste. 220
Oakville L6K 3V3
416-849-8383
If long distance ask Operator
for Zenith 44120

Dufferin County
15 Brenda Blvd., Ste. 9
Orangeville L9W 3L3
519-941-8221

Durham Regional
Rundle Tower
50 Centre St. S., 4th Flr.
Oshawa L1H 3Z7
416-434-5011

Ottawa-Carleton Regional
1545 Carling Ave., 7th Flr.
Ottawa K1Z 8Z3
613-728-1600

Grey County & Owen Sound
1131-2nd Ave. E., Ste. 101
Owen Sound N4K 2J1
519-376-5744
If long distance ask Operator
for Zenith 44120

Renfrew County & Pembroke
209 Renfrew St.
P. O. Box 636
Pembroke K8A 5S2
613-735-0782
If long distance ask Operator
for Zenith 44120

Peterborough
Time Square
380 Armour Rd., Ste. 100
Peterborough K9H 7L7
705-742-0439
If long distance ask Operator
for Zenith 44120

Grenville & Prescott
Federal Building
292 Centre St.
P. O. Box 1299
Prescott K0E 1T0
613-925-5906
If long distance ask Operator
for Zenith 44120

Renfrew
191 Plaunt St. S.
Renfrew K7V 1M7
613-432-3679

Sarnia & Lambton
242A Indian Rd. S., Ste. 211 S.
Eastland Bldg.
Sarnia N7T 3W4
519-344-8323

Algoma District
464 Albert St. E.
P. O. Box 445
Sault Ste. Marie P6A 5M1
705-254-7166
If long distance ask Operator
for Zenith 44120

Haldimand-Norfolk Regional
100 Colborne St. N.
Simcoe N3Y 3V1
519-426-7792
If long distance ask Operator
for Zenith 44120

Smiths Falls
1 Abel St., Unit 3
P. O. Box 848
Smiths Falls K7A 4W7
613-283-2555

North Niagara
CORBLOC
80 King St., Ste. 205
St. Catharines L2R 7A7
416-682-9201
If long distance ask Operator
for Zenith 44120

Elgin & St. Thomas
34 Churchill Cres.
St. Thomas N5R 1N9
519-631-4580

Perth & Stratford
413 Hibernia St.
Stratford N5A 5W2
519-271-5393
If long distance ask Operator
for Zenith 44120

Sudbury District
10 Elm St., 14th Flr.
P. O. Box 430
Sudbury P3E 4P6
705-674-8323
If long distance ask Operator
for Zenith 44120

Thunder Bay District
1111 East Victoria Ave.
Thunder Bay P7C 1B7
807-623-4288
If long distance ask Operator
for Zenith 44120

Timmins
124 Third Ave.
Timmins P4N 1C5
705-264-5274
If long distance ask Operator
for Zenith 44120

Metropolitan Toronto
1320 Yonge St.
Toronto M4T 2W4
416-928-4940

Central Niagara
266 Division St.
P. O. Box 727
Welland L3B 5R5
416-734-4548
If long distance ask Operator
for Zenith 44120

Windsor
945 McDougall St.
P. O. Box 1330
Windsor N9A 1L9
519-254-1681

Oxford County
McKinney Centre
510 Ingersoll Ave.
P. O. Box 820
Woodstock N4S 8A3
519-539-4829
If long distance ask Operator
for Zenith 44120

HOUSING FIELD OPERATIONS HOUSING 31
METRO TORONTO HOUSING AUTHORITY
1320 Yonge St.
Toronto M4T 2W4
416-928-4800
Housing Registry: 928-4810/11
Maintenance Inquiry Board: 789-7901

The Metro Toronto Housing Authority administers the **Ontario Housing Corporation's rent**-geared-to-income housing in Metropolitan Toronto through six district offices, listed below. Tenant applications are made to the Housing Registry. Complaints should first be directed to on-site project managers. The **Maintenance Inquiry Board** operates a 24-hour service for after-hours maintenance problems.

District 1
2 Berkeley St., Unit 310
Toronto M5A 2W3
416-366-7851
(Central Toronto)

District 2
3227 Eglinton Ave. E., Unit 135
Scarborough M1J 3M5
416-261-6176
(East Toronto, East York
and Scarborough South)

District 3
4630 Kingston Rd., Unit 8
Scarborough M1E 2P8
416-281-2940
(North and East Scarborough)

District 4
2 Sheppard Ave. E., Ste. 403
Willowdale M2N 5Y7
416-226-2002
(East and Central North York)

District 5
3765 Chesswood Dr.
Downsview M3J 2P6
416-636-6621
(West North York
and North Etobicoke)

District 6
56 Aberfoyle Cres., 3rd Flr.
Islington M8X 2W4
416-239-1156
(York, South Etobicoke
and West Toronto)

HOUSING FIELD OPERATIONS HOUSING 32
RACE RELATIONS POLICIES AND PROGRAMS
1320 Yonge St.
Toronto M4T 2W4
416-928-4924

The Race Relations Policies and Programs Office specializes in race relations training, multicultural programming and mediation for tenants of the **housing** authority.

HOUSING FIELD OPERATIONS HOUSING 33
NON-PROFIT HOUSING PROGRAMS
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

HOMES NOW, a major non-profit **housing** initiative funded solely by the province, is designed to allow community-based sponsoring groups to create reasonably-priced housing. Eligible sponsors are municipal and private non-profit corporations, non-profit housing co-operatives, churches, service clubs and other associations. Grants are available to help in the costs of incorporation, and **grants** and interest-free **loans** assist sponsors in the development of non-profit projects. The Ministry provides loan guarantees to help non-profit housing sponsors obtain funds to acquire land and/or buildings for future housing projects.

Non-profit units are created through construction, purchasing, leasing or rehabilitating existing residential and non-residential properties. About 70 per cent of the units created are allocated to people who cannot afford suitable accommodation. They pay **rents** based on their incomes (about 25 per cent of gross income) rather than on the size or type of units they require.

FEDERAL-PROVINCIAL NON-PROFIT HOUSING PROGRAM is another source of moderate-cost housing for families, **senior citizens**, childless couples, single persons and **persons with disabilities**. **Subsidies** are provided by the federal and provincial governments.

The above programs are administered by this Ministry's Regional Housing Programs Offices (See Housing Field Operations.)

HOUSING FIELD OPERATIONS HOUSING 34
LOW-RISE REHABILITATION PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514
Fax 416-585-7610

This program offers **landlords** forgivable **loans** of up to $5,000 per unit to upgrade some 19,000 older, low-rise apartments in Ontario by 1990. These apartments must be located in 25 year old buildings of less than five stories and must have at least two rental units in each building. The only exceptions to the two unit criteria are single apartments over stores and owner-occupied duplexes. Rooming houses and hostel-type accommodations are also eligible for funding.

Administered by municipalities, the program is designed to improve the physical condition of low-rise **rental housing** while retaining its suitability for low and moderate-income tenants. More than 30 per cent of Ontario's rental housing is in low-rise apartment buildings, duplexes and triplexes. At least 3 out of every 5 units are more than 25 years old. Many of these **buildings** now require upgrading of essential services such as plumbing, wiring and heating.

Municipalities wishing to take part in the program must have property maintenance and occupancy standards by-laws. Only essential repairs required to bring buildings up to minimum standards, set out in the by-law, will be eligible. An additional loan of $5,000 per unit is available for modifications to assist disabled persons.

Landlords with buildings of ten or more units may be asked to offer ten per cent of the units to the Rent Supplement Program, under which tenants pay rent based strictly on household income, rather than the size or type of accommodation provided.

A forgivable loan of up to two-thirds of the cost of rehabilitating a unit is available. No repayments will be made for the first five years of the loan. Subsequently, forgiveness will be earned at the rate of ten per cent per year, subject to certain conditions which include retaining the units as rental housing.

For further information, contact the nearest Regional Housing Program Office (see listing under Housing Supply Policy Branch).

HOUSING FIELD OPERATIONS HOUSING 35
ONTARIO HOME RENEWAL PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430

Ontario Home Renewal Program (OHRP) helps owner-occupants of residential properties to fix up their **homes** to standards developed locally and agreed to by the ministry. The program is aimed at rehabilitating sub-standard homes, with the emphasis on faulty structural and sanitary conditions, as well as the upgrading of plumbing, insulation, heating and electrical systems.

Loans of up to $7,500 are made to eligible owner-occupants who wish to bring their homes up to standard. A portion of a loan may be forgiven depending on the recipient's income. The current maximum annual qualifying family income, after allowable deductions is $21,000.

Detailed information and application forms are available from local **municipalities** taking part in the Ontario Home Renewal Program (OHRP). In areas that are not situated within existing municipal boundaries, assistance is provided through the Ministry of Northern Development and Mines Field Offices (see Regional and Community Development Branch).

HOUSING FIELD OPERATIONS HOUSING 36
FEDERAL/PROVINCIAL RURAL HOUSING PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430

Assistance is provided for the acquisition and rehabilitation of existing family units or the construction of new family units in rural communities with populations of less than 2,500.

Mortgage payments are geared to household income under this **home** purchase program administered by the federal government.

Canada Mortgage and Housing Corporation, the federal agency, provides 75 percent and Ontario Housing Corporation supplies 25 percent of the funds for this program.

For further information, please contact the nearest Canada Mortgage and Housing Corporation Office for details.

HOUSING FIELD OPERATIONS HOUSING 37
RENT SUPPLEMENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

The Ontario Housing Corporation (OHC) and its local housing authorities work closely with the private sector in making suitable rental accommodation available for households who pay **rents** according to their incomes.

Under the Rent Supplement Program, OHC pays landlords the difference between the tenants' geared-to-income rents and the full rental rate negotiated between OHC (or the local housing authority) and the landlords.

Prospective **tenants** are chosen from the local **housing** priority list for rent-geared-to-income housing. The landlord meets with local housing authority staff to discuss applications from prospective tenants. The applicant is then advised of the availability of the unit by the local housing authority, and leasing arrangements are made between the landlord and the prospective tenant.

The tenant signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

HOUSING FIELD OPERATIONS HOUSING 38
CONVERT-TO-RENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

The Convert-to-Rent program is designed to encourage the creation of moderate-cost market rental apartments, primarily through the conversion of non-residential buildings, by offering interest-free loans.

The program has been expanded to include **loan** assistance for the production of hostel-type **accommodation** as well as new rental housing within single-family accommodations. Special additional loans are available for units that are made accessible to **disabled persons**.

Assistance is in the form of 15-year interest-free loans of up to $7,000 per unit. An additional $5,000 per unit is available for units modified for disabled persons

Vacant factories, schools, warehouses and space over retail stores and offices are eligible for conversion into apartments. Construction of new rental housing or a combination of conversion and construction can occur on non-residential sites.

To make better use of existing facilities, space in residential complexes that is not used for shelter, such as garage and storage areas, may be converted. Interest-free loans are also available for building new rental units onto existing housing projects or residential sites. Participants in multi-unit projects are required to offer up to 25 per cent of their units for use by the local housing authority responsible for managing assisted housing in the community.

The Convert-to-Rent program is administered through the Ministry's Regional Housing Programs Offices (see Housing Field Operations).

HOUSING FIELD OPERATIONS HOUSING 39
MUNICIPAL HOUSING STATEMENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

The Ministry offers study grants and technical assistance to help municipalities prepare or update their housing statements.

A **Municipal Housing Statement (MHS)** defines a municipality's housing requirements and policy directions. It consists of two major components: a housing market analysis and the basis of a housing strategy. Housing statements also examine issues affecting

maintenance of housing, such as housing renewal, quality of housing, energy efficiency, and potential for intensification of existing building stock.

When endorsed by a municipal council and approved by the Ministry, a housing statement can form the basis of a **municipality's** request for federal and provincial assistance with housing programs.

The Municipal Housing Statement Program is administered by this Ministry's Regional Housing Programs Offices (see Housing Field Operations).

ACTS

ACTS HOUSING 40

The Ministry of Housing is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal or information/communications branch.

Building Code Act
Elderly Person's Housing Aid Act
Housing Development Act
Ministry of Municipal Affairs and Housing Act, 1981
Ontario Housing Corporation Act
Ontario Water Resources Act,
subsections 44(2)(a), (b) and (c) and
sections 45 to 48 inclusive
Rental Housing Protection Act, 1986
Residential Complexes Financing Costs Restraint Act, 1982
Residential Rent Regulation Act, 1986
Residential Tenancies Act, 1980
Rural Housing Assistance Act

MINISTRY OF INDUSTRY, TRADE AND TECHNOLOGY

Hearst Block
900 Bay St.
Queen's Park, Toronto M7A 2E1

The Ministry of Industry, Trade and Technology encourages accelerated introduction and application of new manufacturing technology; assists in product innovation and commercialization of new products and processes; promotes domestic and foreign investment; encourages companies to export; supports trade through international offices, trade shows and missions; promotes and assists the formation of small businesses and encourages expansion of the domestic market by identifying domestic sources of supply.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH — MITT 1

Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5466-Creative Services
416-965-7075-Media Information Services
Fax 416-963-0335

The mandate of this branch is to communicate the Ministry's role, programs and services to the general public, the business community and the media. Media Information Services is responsible for speeches, news releases, press conferences and media relations. Creative Services is responsible for **advertising, publications** and special events.

FRENCH LANGUAGE SERVICES — MITT 2

Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-3867
Fax 416-965-3256

The Office of the Coordinator of French Language Services formulates policy proposals and implementation plans to meet Ministry and agency obligations under the French Language Services Act. The office also advises the Minister and Deputy Minister on related issues; coordinates activities of Ministry offices in developing services in French; liaises with francophone associations; and disseminates information about availability of Ministry services in French.

SERVICES EN FRANÇAIS

Le Bureau du Coordonnateur des services en français élabore des politiques et des plans de mise en oeuvre en vue de remplir les obligations du ministère et des agences selon la Loi sur les services en français; conseille le ministre et le sous-ministre sur les questions qui s'y rattachent; coordonne des activités des bureaux du ministère en développant des services en français, maintient des liens avec les associations francophones et distribue de l'information au sujet des services du ministère.

PREMIER'S COUNCIL SECRETARIAT — MITT 3

Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-0010

The Secretariat provides administrative, research and public relations support for the activities of the Premier's Council, which consists of senior representatives of business,

labour and academia along with a number of government ministers. The Council is responsible for developing and recommending long-term economic strategies for industrial and technological development in Ontario.

LEGAL SERVICES BRANCH MITT 4
56 Wellesley St. W., 5th Flr.
Toronto M7A 2E7
416-965-4622

The branch staff, who are seconded to this Ministry by the Ministry of the Attorney General, provide general legal services and counselling.

AUDIT SERVICES BRANCH MITT 5
Macdonald Block, Temagami Rm.
900 Bay St., 2nd Flr.
Queen's Park, Toronto M7A 2E1
416-965-4510

The branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the Ministry and its agencies. To ensure economy, efficiency and effectiveness, the branch reviews and appraises financial management and electronics data processing controls of its operational and program activities.

ASSISTANT DEPUTY MINISTER
SMALL BUSINESS, SERVICES AND CAPITAL PROJECTS DIVISION

SMALL BUSINESS, SERVICES AND CAPITAL PROJECTS DIVISION MITT 6
Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4036

This division supports the start-up and growth of small businesses in Ontario; develops policies and programs to enhance the service sector; and undertakes business development initiatives targetted on a sectoral basis. Financial support is provided for larger-scale industrial development projects in order to strengthen the competitiveness of Ontario's private sector.

SERVICE SECTOR SECRETARIAT MITT 7
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-2302

The Secretariat's mandate is to foster the growth and competitiveness of Ontario's high value-added and knowledge intensive service industries. Activities include promoting knowledge and awareness of the service sector's economic contribution and potential; increasing the level and diversity of trade in services; and improving industry access to skills, technology and other resources which foster service industry development.

SERVICE SECTOR SECRETARIAT MITT 8
SERVICE SECTOR INFORMATION UNIT
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-3314

This unit provides **information** on the service sector and component industries, and a referral service to other information sources in public, private and non-profit organizations.

SERVICE SECTOR SECRETARIAT MITT 9
INDUSTRY DEVELOPMENT SECTION
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-2302

The Industry Development Section works with service sector associations and government ministries to promote knowledge and awareness of service industry issues, developmental needs and industry capabilities; to improve access to government programs; and to encourage new industry and government initiatives in support of increased industry competitiveness and expanded trade in services.

SMALL BUSINESS BRANCH MITT 10
ADVICE AND COUNSEL SECTION
Hearst Block, 7th Flr.
900 Bay Street
Queen's Park, Toronto M7A 2E1
416-965-5494/0410

The Advice and Counsel Section offers services and self-help materials to enhance the management skills and planning capabilities of small **business** in Ontario, with the focus on the start-up stage.

A toll-free (1-800-387-6142) **information service** will answer basic questions on business start-up, and provided referral service to the Ministry's local small business services. Seminars on starting a business, marketing, and other subjects are presented on a regular basis throughout Ontario. The **University Small Business Consulting Service** provides the business schools of 15 Ontario universities with funds permitting senior commerce and MBA students to offer low-cost consulting services to small business.

Branch services are delivered from Queen's Park in cooperation with the Ministry's domestic offices, listed under the Domestic Offices Branch.

SMALL BUSINESS BRANCH MITT 11
GROWING BUSINESSES AND ADVOCACY SECTION
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-6304

The Growing Businesses and Advocacy Section supports the expansion of established Ontario small businesses, particularly those making the transition from small to medium size. It is introducing the **Technology Personnel Program**, which will **financially** assist companies hiring new technical staff, and **Visions**, the entrepreneur school visits program.

The section advises the government on the impact of new policies and **legislation** on small **business** performance. Staff meet regularly with business groups and support the Committee of Parliamentary Assistants for Small **Business**.

The section produces the annual **State of Small Business** report; carries out small business **research**; and develops initiatives to improve small business access to financing.

BUSINESS DEVELOPMENT BRANCH MITT 12
MARKET DEVELOPMENT SECTION
Hearst Block, 7th Flr.
900 Bay Street
Queen's Park, Toronto M7A 2E1
416-965-9865

The Market Development Section takes the lead in carrying out "Supplier Development" initiatives to ensure that manufacturers optimize their supplier networks through local access, quality and cost effectiveness.

Private sector supplier development is supported through manufacturing opportunity shows, and several company-specific events in conjunction with industrial companies.

The section focuses on public sector market opportunities through a **publication** entitled "Ontario's Public Sector Market" Directory. The **Industrial Development Review Program** (IDRP) and the proposed Strategic Procurement Program (SPP) provide a means by which major Ontario government procurement requirements can be linked to optimize industrial and technology development.

This office houses the "Sourcing Centre" which responds to over 5,000 requests annually from **manufacturers** seeking Ontario suppliers. It also publishes the "Marketplace Bulletin" that **informs** Ontario's manufacturers about opportunities for market expansion, divestitures, joint ventures and licensing. This monthly bulletin reaches 11,000 manufacturers in Ontario.

BUSINESS DEVELOPMENT BRANCH MITT 13
INDUSTRY SECTOR AFFAIRS SECTION
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-3560

The Industry Sector Affairs Section's strategy of working in partnership with the Province's lead **manufacturing** firms and associations is divided into four parts: development of sector profiles, SWOT analysis, definition of joint initiatives/roles and implementation.

This office's initiatives are targeted to restructure and modernize existing **industries** to achieve international competitive standards.

The section helps Ontario and multi-national **companies** identify opportunities for creating and expanding manufacturing capabilities; pursuing market opportunities through supplier development; and participating in federal off-set programs.

Attention has been focused on the following sectors: Aerospace and Defence, Automotive, Apparel and Textile, Electrical and Electronic Products, Plastics, Information Technology, Tooling/Automated Manufacturing, Health Care Products, Food Processing and Furniture/Wood Products.

ASSISTANT DEPUTY MINISTER-INDUSTRY AND TRADE EXPANSION

INDUSTRY AND TRADE EXPANSION DIVISION MITT 14

The division formulates Ministry policies, and undertakes strategies, programs and initiatives for increasing productive, stable employment by expanding domestic and international trade, encouraging investment opportunities, and strengthening the competitiveness of Ontario's industrial base.

CENTRAL ADMINISTRATIVE SERVICES MITT 15

Hearst Block, 5th Flr.
900 Bay St.
Queen's Park Toronto M7A 2E1
416-963-3083

Central Administrative Services is responsible for the **Trade Expansion Fund**, which provides grants for small and medium-sized Ontario manufacturers to increase exports.

This office also administers the **International Marketing Intern Program**, which is an Ontario Skills Development Fund designed to broaden the base of recent graduates with practical experience in developing international markets.

INVESTMENT AND REGIONAL OPERATIONS BRANCH MITT 16

Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-1015

The Investment and Regional Operations Branch delivers the Ministry's programs and services through 13 offices located throughout Southern Ontario. General business counselling on product development, manufacturing, financing and marketing is provided to secondary **manufacturing industries**, small **business** entrepreneurs and investors.

REGIONAL OFFICES IN ONTARIO

Bank of Montreal Tower
1 James St. N., Ste. 200
Hamilton L8R 2K3
416-521-7783
Fax 416-521-7398
If long distance dial
1-800-263-9293
(Central Ontario West Area)

1055 Princess St., Ste. 308
Kingston K7L 5T3
613-545-4444
Fax 613-545-4439
If long distance ask Operator
for Zenith 59130
(Eastern Ontario Area)

305 King St. W., Ste. 507
Kitchener N2G 1B9
519-744-6391
Fax 519-744-6204
If long distance dial
1-800-265-2428
(Southwestern Ontario Area)

195 Dufferin Ave., Ste. 607
London N6A 1K7
519-433-8105
Fax 519-433-6765
If long distance dial
1-800-265-4743
(Southwestern Ontario Area)

4 Robert Speck Parkway, Ste. 1140
Mississauga L4Z 1S1
416-279-6515
Fax 416-279-9160
(Central Ontario West Area)

73 Mississaga St. E., 2nd Flr.
Box 488
Orillia L3V 6K2
705-325-1363
Fax 705-325-4484
If long distance ask Operator
for Zenith 59130
(Central East Ontario Area)

56 Sparks St. S., Ste. 404
Ottawa K1P 5A9
613-566-3703
Fax 613-563-2859
If long distance ask Operator
for Zenith 59130
(Eastern Ontario Area)

Nor-Towne Plaza
1131 Second Ave. E., Ste. 107
Owen Sound N4K 2J1
519-376-3875
Fax 519-376-8000
If long distance ask Operator
for Zenith 59130
(Southwestern Ontario Area)

139 George St. N.
Peterborough K9J 3G6
705-742-3459
705-742-3272
If long distance ask Operator
for Zenith 59130
(Eastern Ontario Area)

Polysar Building
201 Front St. N., 8th Flr., Ste. 801
Sarnia N7T 7T9
519-332-5030
Fax 519-332-2836

80 King St., Ste. 401
Corbloc Bldg.
St. Catharines L2R 3B5
416-688-1454
Fax 416-688-4872
If long distance dial
1-800-263-5670
(Central Ontario West Area)

5 Fairview Mall Dr., Ste. 480
Willowdale M2J 2Z1
416-491-7680
Fax 416-491-3650
If long distance ask Operator
for Zenith 59130
(Central Ontario East Area)

250 Windsor Ave.
2nd Flr., Rm. 227
Windsor N9A 6V9
519-252-3475
Fax 519-252-9677
If long distance dial
1-800-265-1345
(Southwestern Ontario Area)

INVESTMENT AND REGIONAL OPERATIONS BRANCH — MITT 17
SPECIAL PROJECTS
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4703

This section provides specialized consulting services to **business** in marketing, finance, productivity, and general management in support of the Ministry's Regional offices. It also coordinates activities for the **mergers** and acquisitions program promoted through the Market Plan bulletin.

INVESTMENT AND REGIONAL OPERATIONS BRANCH MITT 18
PLANT LOCATION AND MUNICIPAL LIAISON SECTION
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-7299

The Plant Location and Municipal Liaison Section offers a confidential consulting and locating service to **industries** considering the establishment of new or expanded manufacturing facilities. Consultative services and publications on industrial development and promotion are available to **municipalities**. Information may also be obtained from field offices listed under this Ministry's Investment and Regional Operations Branch entry.

INVESTMENT AND REGIONAL OPERATIONS BRANCH MITT 19
BUSINESS IMMIGRATION SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5331

The Business Immigration Section counsels foreign **business** persons intending to immigrate to Canada, and determines the viability of their business prospects in Ontario. Recommendations are made to the Canada Employment and Immigration Commission, and taken into consideration when the entrepreneur applies for permanent residence in Canada.

The section also plays an advocacy role in other **immigration**-related matters, such as the transfer of key personnel from other countries to new Ontario operations.

USA AND LATIN AMERICA BRANCH MITT 20
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5834
Fax 416-965-7791

In the USA and Latin America, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

1100 Circle 75 Parkway, Ste. 620
Atlanta, Georgia 30339
404-956-1981
Fax 404-955-5699

Prudential Tower, Ste. 4360
800 Boylston St.
Boston, Massachusetts 02199
617-266-7172
Fax 617-266-0271

221 North LaSalle St., Ste. 2700
Chicago, Illinois 60601
312-782-8688
Fax 312-782-5381

14901 Quorum Dr., Ste. 485
Dallas, Texas 75240
214-386-8071
Fax 214-991-5159

700 S. Flower St., Ste. 1420
Los Angeles, California 90017
213-622-4302
Fax 213-623-4695

800 Third Ave., Ste. 2800
New York, New York 10022
212-308-1616
Fax 212-888-3186

EUROPE/MIDDLE EAST/SOUTH ASIA BRANCH MITT 21
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-9709
Fax 416-965-8852

In Europe, the Middle East and South Asia, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade, support the growth of productive, stable employment in Ontario.

The Agent General, **Ontario House**, is responsible for representational and other activities in Britain and Ireland on behalf of all Ontario Government ministries. This office acts as a cultural representative; promotes Ontario tourism; provides the public, business groups and the media with information on Ontario; and develops agricultural opportunities in Europe.

The following offices report to this branch:

Ontario House
21 Knightsbridge
London SW1X 7LY England
011-44-1-245-1222
Fax 011-44-1-259-6661

Ontario House
109 rue du Faubourg
Saint-Honore
75008 Paris, France
011-33-1-4-563-1634
Fax 011-33-1-4-225-3839

Ontario House
Bockenheimer Landstrasse 51/53
D-6000 Frankfurt/Main
Federal Republic of Germany
011-49-69-719199-0
Fax 011-49-69-719199-28

Ontario House
N-104 Panchshila Park
New Delhi 110, 017, India
011-91-11-641-0785
Telex 081-3162927

PACIFIC RIM BRANCH MITT 22
Hearst Block, 3th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5701

In the Pacific Rim, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade and attracting foreign investment, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

Hong Kong
Hutchison House
10 Harcourt Rd., Rm. 906-908
Hong Kong
011-852-5-8453388
Fax 5-8455166
Telex 34084 Jostc On

Tokyo
Ontario House
World Trade Centre Bldg., Ste. 1219
4-1 Hamamatscu-cho 2-chome
Minato-ku
Tokyo 105, Japan
011-81-3-436-4355
Fax 011-81-3-436-2735
Telex 72-27145

Seoul
Government of Ontario/Canada
The Embassy of Canada
Kolon Bldg., 10th Flr.
45 Mukyo-Dong, Jung-ku
C.P.O. Box 6299
Seoul 100, Korea
011-82-2-753-2605/8 or 011-82-02-753-7290/3
Fax 011-82-02-755-0686 or 011-82-2-753-2613
Telex K27425

Ontario-Jiangsu Science and Technology Centre
Taipingwenwai, Suojincun
Nanjing, Jiangsu, People's Republic of China
653154
Fax 653154
Telex: 34084 Jostc On

Singapore
Office of the Agent of Ontario
541 Orchard Rd.
Liat Towers, Ste. 10-03
0923 Singapore
011-65-732-4567
Fax 011-65-737-1622
Telex 87-56941

ASSISTANT DEPUTY MINISTER-NORTHERN ONTARIO

NORTHERN ONTARIO MITT 23
500 Bay St., 2nd Flr.
Sault Ste. Marie P6A 1X4
705-942-8000

In response to regional needs, this division supports the growth and competitiveness of the Ontario private sector by: assisting the development of entrepreneurship and the growth of small **business**; encouraging industrial investment; and strengthening industry's international competitiveness to enhance **employment** opportunities and increase revenue in the province.

The following offices report to the Assistant Deputy Minister - Northern Industry Division:

147 McIntyre St.
North Bay P1B 2Y5
705-472-9660
Fax 705-472-6505
To contact North Bay region call 1-800-461-1687 (Northern Ontario Area)

500 Bay St., 2nd Flr.
Sault Ste. Marie P6A 1X4
705-945-8300
Fax 705-942-2823
To contact Sault Ste. Marie region call 1-800-461-2287 (Northern Ontario Area)

199 Larch St., 4th Flr.
Sudbury P3E 5P9
705-675-4330
Fax 705-674-5179
To contact Sudbury region call
1-800-461-1196
(Northern Ontario Area)

Ontario Centre for Resource Machinery
127 Cedar St., 4th Flr.
Sudbury P3E 1B1
705-673-6606

435 James St. S., 3rd Flr.
Box 5000
Thunder Bay P7C 5G6
807-475-4088
Fax 807-475-7892
To contact Thunder Bay region call
1-800-465-5060
(Northern Ontario Area)

273 Third Ave., Ste. 200
Timmins P4N 1E2
705-264-5393
Fax 705-264-5927
To contact Timmins region call
1-800-461-9848
(Northern Ontario Area)

ADMINISTRATION

FINANCE AND SYSTEMS BRANCH MITT 24
Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4303

The branch provides management planning, program evaluation, budgeting, financial accounting, information technology, library and records management services to the Ministry. Public access to Ministry information (Freedom of Information), and financial administrative support to the Ministry's International Offices are coordinated by the branch. It also provides financial accounting services to the Ministry of Tourism and Recreation.

The Financial Services Section (965-4303) provides the following financial accounting services to both ministries: processing of suppliers invoices, transfer payments, revenues, employees' expenses and charges from other ministries; maintenance of the financial information system; production of Public Accounts reports; and liaison with the Provincial Auditor.

The Management Planning, Budgeting and Analysis Section (965-4011) provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the Ministry's estimates, and in-year financial reporting and resources requests.

The International Offices Administration Section (963-0637) develops policies and procedures for foreign services employees. It also provides financial and administrative support services to the International Offices and foreign services employees.

The Corporate Systems Section (965-1879) coordinates development of the Ministry's strategic information technology planning, and implementation and maintenance of computerized and office information systems, including systems training.

The Freedom of Information Office (965-3365) develops and coordinates Ministry policies and procedures for public access to Ministry information and handles all access requests.

The Company Information Centre (965-7972) maintains a computerized data base on Ontario's manufacturing and tradeable service companies; provides reports to support Ministry programs; and publishes the "Made in Ontario" directory.

The Information Centre (965-3365) provides Ministry staff with library services, including access to external data bases, and records and forms management services.

HUMAN RESOURCES BRANCH MITT 25
Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4259

The branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for Ministry employees; staff recruitment; staff development; human resources planning; employee counselling; labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the Ministry, the Human Resources Secretariat, and the Ontario Public Service Employees Union (OPSEU).

The branch is also responsible for the Ministry's **Employment Equity Program**. This program plans, develops and coordinates activities to increase equal opportunity for women, visible minorities, disabled persons, native peoples and francophones.

MANAGEMENT SERVICES BRANCH MITT 26
Hearst Block, 10th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4566

The Management Services Branch provides purchasing services, supply management, duplicating, mail, courier, travel coordination and assets management to the Ministry of Industry, Trade and Technology. The branch liaises with the Ministry of Government Services to coordinate common services such as telephones, acquisition and design of office accommodation and purchasing of commonly used supplies. International office accommodation, office safety, and Ministry security supervision are also branch responsibilities.

ASSISTANT DEPUTY MINISTER - POLICY AND TECHNOLOGY

POLICY AND TECHNOLOGY DIVISION MITT 27
Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-1563

This division provides for the development of policies relating to the competitiveness and growth of the province's industry, foreign trade, and technological base.

Ontario Technology Centres are listed below:

Ontario Centre for Advanced Manufacturing
400 Collier-MacMillan Dr.
Cambridge N1R 7H7
519-622-3100
Direct line from Toronto: 453-1531

Ontario Centre for Resource Machinery Technology
127 Cedar St., 4th Flr.
Sudbury P3E 1B1
705-673-6606

INDUSTRY AND TRADE POLICY BRANCH MITT 28
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-0629

The Industry and Trade Policy Branch has separate units for industry policy and trade policy.

The branch advises on policies and programs aimed at improving the growth and competitiveness of Ontario's **industries** and strengthening Ontario's position in international trade.

Staff analyze and brief senior management on industry and trade related issues, foreign trade restrictions, industrial development opportunities, investment and related government policies and programs.

STRATEGIC PLANNING SECRETARIAT MITT 29
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-7196

The Strategic Planning Secretariat advises senior management on Ministry strategy, long range policy issues related to **industrial** competitiveness, the strategic planning process, and federal-provincial economic development issues.

The Secretariat also coordinates the Ministry's contribution to the Cabinet Committee process. Responsibilities include liaison with central agencies, preparation of briefing books for Cabinet Committees, monitoring of legislative initiatives relevant to the Ministry, and analysis of a variety of horizontal policy issues.

The Secretariat is organized into three groups: Current Issues Management, Strategic Directions, and Federal-Provincial Economic Development Issues.

TECHNOLOGY POLICY BRANCH MITT 30
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-1373

The branch's mandate is to develop, implement, monitor and evaluate science and technology policies and programs within the Ontario Government. Aims include improving the internal policy making process for science and technology issues and concerns; ensuring effective representation of Ontario's interests within intergovernmental forums; fostering greater synergy between the private, university and government sectors; and assisting the private sector in improving its competitiveness.

The Technology Policy Branch has two sections, Program Development and Policy Coordination.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Industry, Trade and Technology are listed below. Contact the communications branch for unlisted agencies.

ORTECH INTERNATIONAL MITT 31
2395 Speakman Dr.
Mississauga L5K 1B3
416-822-4111

ORTECH International is a comprehensive **technology** consulting enterprise serving commercial and government organizations. It helps businesses to innovate through product and process development, and to improve productivity, product quality and competitiveness.

ORTECH serves more than 2,000 clients annually. Work is done on a fee-basis with charges set to provide cost recovery. There is no charge for initial meetings to establish the scope of work.

A portfolio style of management prevails, with ten business centres. Areas covered include problem-solving in production and processing, testing, **research** and product development. Expertise in many fields and specialized equipment are available.

Business and technical viewpoints can be applied simultaneously to clients' needs. Consultants are able to take a multidisciplinary approach, combining the skills resident in different areas to form project teams and bring synergy to client ideas and problems.

ONTARIO INTERNATIONAL CORPORATION MITT 32
56 Wellesley St. W. 7th Flr.
Queen's Park, Toronto M7A 2E7
416-965-3013

The Ontario International Corporation (**OIC**) assists in the marketing of Ontario commercial services and capital goods to penetrate export markets and win international trade contracts. Major client groups include consulting engineers, projects planners and developers, contractors, architects, management and specialty consultants, service companies and capital goods manufacturers. The agency also mobilizes government resources to support Ontario businesses in international projects where government intervention may make an important contribution to success.

The agency gathers market information throughout the world and maintains contacts with foreign markets, financial and development institutions to identify overseas project opportunities. Support programs and services to exporters include: the **International Projects Fund** which provides loans for project studies and proposals, secures bid or performance bonds, and pursues specific projects and incoming buyers; the **Ambassadors Program** which provides one year of on-the-job **training** to architectural and engineering graduates from China and Southeastern Asian countries, and shares the cost with Ontario firms; and **Ontario International** which offers **business** development and counselling to Ontario firms to develop international project opportunities.

THE DEVELOPMENT CORPORATIONS MITT 33
56 Wellesley St. W.
Toronto M7A 2E7
416-965-4622

The **Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC)**, and **Northern Ontario Development Corporation (NODC)** encourage and assist in the development and diversification of Ontario **industry** by providing: **financial assistance** through bank guarantees, term **loans** and incentive loans; sites, facilities and services in two industrial parks; and technical, **business** and financial information and advice. **Tourism** operations, secondary **manufacturing** industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, purchasing fixed assets of Ontario-based foreign-owned companies, buying **pollution control** and **energy**-saving equipment,

export financing, and initial production of new high technology products. Contact the corporations' head office or appropriate field office, listed below, for further information.

ONTARIO DEVELOPMENT CORPORATION

Bank of Montreal Tower
1 James St. N.,
Hamilton L8R 2K3
416-521-7785
Fax 416-521-7398
If long distance dial
1-800-263-2121

305 King St. W., Ste. 507
Kitchener N2G 1B9
519-744-1991
Fax 519-744-6204
If long distance dial
1-800-265-2428

195 Dufferin Ave., Ste. 607
London N6A 1K7
519-433-2871
Fax 519-433-6765
If long distance dial
1-800-265-4746

4 Robert Speck Parkway, Ste. 1140
Mississauga L4Z 1S1
416-279-9150
Fax 416-279-9160
If long distance ask Operator
for Zenith 42920

5 Fairview Mall Dr., Ste. 480
Toronto M2J 2Z1
416-491-7996
Fax 416-491-3650
If long distance ask Operator
for Zenith 42920

EASTERN ONTARIO DEVELOPMENT CORPORATION

1055 Princess St., Ste. 308
Kingston K7L 5T3
613-545-4445
Fax 613-545-4439
If long distance ask Operator
for Zenith 42920

56 Sparks St., Ste. 404
Ottawa K1P 5A9
613-566-3707
Fax 613-563-2859
If long distance ask Operator
for Zenith 42920

400A Pembroke St. E.
Pembroke K8A 3K8
613-735-2306
Fax 613-735-2873

139 George St. N.
Peterborough K9J 3G6
705-742-3490
Fax 705-742-3272
If long distance ask Operator
for Zenith 59130

NORTHERN ONTARIO DEVELOPMENT CORPORATION

229 Second St. S.
Kenora P9N 1G1
807-468-3758
Fax 807-468-8652

500 Bay St., 2nd Flr.
Sault Ste. Marie P6A 1X4
705-942-8300
Fax 705-942-2823

199 Larch St., 4th Flr.
Sudbury P3E 5P9
705-675-4333
Fax 705-674-5179
If long distance dial
1-800-461-1196

435 James St. S.
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-5322
Fax 807-475-7892
If long distance ask Operator
for Zenith 42920

273 Third Ave., Ste. 200
Timmins P4N 1E2
705-264-1323
Fax 705-264-5927
If long distance ask Operator
for Zenith 42920

INNOVATION ONTARIO CORPORATION MITT 34
56 Wellesley St. W., 7th Flr.
Queen's Park, Toronto M7A 2E7
416-963-5717

Innovation Ontario Corporation (**IOC**) assists the development of new technology-based **businesses** to a point where they can attract sufficient private sector investment to ensure growth and profitability.

The corporation offers shared risk and equity participation involving a direct purchase of either equity or convertible securities.

Innovation Ontario retains an on-going interest in the operations of the firms in which it holds a financial position.

Financial participation is only considered when a client provides a clear strategy for divestment. This facilitates the transition to private sector participation while at the same time protecting the integrity of public funds.

ACTS

ACTS MITT 35

The Ministry of Industry, Trade and Technology is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Development Corporations Act, (1984)
Massey-Ferguson Limited Act, (1981)
Ministry of Industry and Trade Act (1982)
Ontario Regulation 241/84 - Ontario International Corporation
Ontario Regulation 550/86 - Innovation Ontario Corporation
Research Foundation Act, (1944)
Technology Centres Act, (1982)

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block, Queen's Park
Toronto M7A 1C2

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of other provinces and territories, and foreign governments and their representatives in Ontario. The Ministry advises the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues; provides the government with a wide range of information on intergovernmental events and activities in and beyond Canada; offers a number of services to other ministries including assistance in the conduct of their relations with other governments; and is responsible for all major visits to the province by the heads of state and members of the Royal family of Canada.

COMMUNICATIONS BRANCH MIA 1

Mowat Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-4706
Fax 416-965-2096

The Communications Branch meets the communications and advertising needs of the Ministry, and provides media services on a government-wide basis for special events, such as the Swearing-in Ceremonies, visits by Heads of State and Royalty, and Canada Day (July 1st) celebrations.

The branch is involved in the writing, production, distribution and translation of news releases, speeches, publications and statements.

Through contacts with the federal government and Ontario ministries, the branch coordinates **programs** for foreign government officials visiting Ontario.

Updates on Ontario and national news are provided via facsimile to the province's offices in North America, the United Kingdom, Europe and south-east Asia. The branch also monitors events in other provinces, and ensures that Ontario's position on issues of mutual concern reaches governments in Canada and abroad.

DIRECTION DES COMMUNICATIONS

La Direction des communications se charge de tous les besoins publicitaires et en communication du ministère, ainsi que des relations avec les médias à l'occasion d'événements spéciaux tels que les cérémonies d'assermentations, la visite en Ontario de chefs d'Etat étrangers et de membres de la famille royale et le ler juillet la Fête du Canada.

La Direction est aussi responsable de la production, distribution et traduction de communiqués de presse, discours, publications et allocutions.

En collaboration avec des représentants du gouvernement fédéral et d'autres ministères provinciaux, la Direction prépare et coordonne le programme des délégations officielles étrangères.

Par l'intermédiaire d'un système de télécommunication, la Direction fournit régulièrement des informations sur la province aux bureaux du gouvernement situés aux Etats-Unis, en Angleterre, en Europe et en Asie du Sud-Est. La Direction suit également de près l'évolution de la politique dans les autres provinces et informe les gouvernements provinciaux, fédéral et étrangers de la position de l'Ontario sur les questions d'intérêts réciproques.

FINANCE AND ADMINISTRATION SERVICES BRANCH MIA 2
Mowat Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-5514

The Finance and Administration Services Branch coordinates the planning and allocation of Ministry resources; prepares the Ministry's estimates; and monitors and reports expenditures, human-resource policies, and information technology. The office is responsible for providing guidance on the impact and implementation of government-wide management policies and programs.

OFFICE OF PROTOCOL MIA 3
Mowat Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-1215

The Office of **Protocol** provides operational, management and advisory services in organizing visits of dignitaries, public events, government conferences and hospitality functions. The office coordinates all official visits to Ontario; administers the **Government Hospitality Fund**; and maintains liaison with diplomatic and consular representatives in Ontario. The **Ontario Honours and Awards Secretariat** is part of this office. The Secretariat coordinates nominations for the Order of Ontario, the Ontario Medal for Good Citizenship, and the Police Bravery and Firefighters Bravery **Awards**.

OFFICE OF FEDERAL-PROVINCIAL RELATIONS MIA 4
Mowat Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-2927
Fax 416-324-3707

The Office of Federal-Provincial Relations provides advice to the government on broad corporate policy and procedures covering all aspects of Ontario's relations with the federal government and other provinces and territories. The office also offers advice on specific issues and activities with significant federal-provincial and interprovincial components. It coordinates Ontario's participation in major **federal-provincial** and **interprovincial** meetings and conferences such as **First Ministers' Conferences** and the annual Premiers' Conference; assists ministries in their interprovincial relations; and manages the Ontario-Quebec Commission for Cooperation (OQCC) and the Ministry's offices in Ottawa and Quebec City.

ONTARIO-QUEBEC COMMISSION FOR COOPERATION MIA 5
Mowat Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-2041

The Ontario-Quebec Commission for Cooperation (**OQCC**) promotes and initiates economic, **cultural** and **educational exchanges** between individuals, schools and organizations in Ontario and **Quebec** to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and

grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

OFFICE OF INTERNATIONAL RELATIONS MIA 6
Mowat Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-3356
Fax 416-324-4998

The Office of International Relations provides policy advice on the Government of Ontario's **international** activities, and the impact of foreign trends on provincial interests. The office identifies and advances Ontario's interests in the context of relations with **federal** departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario, and subnational foreign jurisdictions and international organizations. The office also manages Ontario's International **Disaster** Relief Program including the International Disaster Relief Fund, and provides overall direction to Ontario's twinning arrangement with the province of Jiangsu, China. The office has officers in the Ontario houses in Paris, Tokyo and Stuttgart.

ACTS

ACTS MIA 7

The Ministry of Intergovernmental Affairs administers the Act listed below.

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave.
Toronto M7A 1T7

In 1882, the Ontario Government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The Bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour serves employees and employers by promoting sound industrial relations, safe working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker; management and labour; and health and safety in the work place. The Ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, the Ontario Labour Relations Board, the Advisory Council on Occupational Health and Occupational Safety, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Industrial Disease Standards Panel, and the Pay Equity Commission.

DEPUTY MINISTER'S OFFICE

PAY EQUITY COMMISSION LABOUR 1
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-481-4464
Toll-free 1-800-387-8813/87

The Pay Equity Commission has been established to assist all parties in achieving pay equity in the workplace. The Commission comprises the Pay Equity Office, which has a mandate to provide information, public education, research and complaint resolution, and the Pay Equity Hearings Tribunal, which has a mandate to provide independent hearing in cases where agreement cannot be reached.

Implementation of the **Pay Equity Act** is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the Commission.

LEGAL SERVICES BRANCH LABOUR 2
400 University Ave., 25th Flr.
Toronto M7A 1T7
416-965-6625

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services, such as conducting litigation, settling claims, acting at court hearings, and providing the Ministry with opinions relating to the Occupational Health and Safety Act, the Employment Standards Act, and the Workers' Compensation Act, among others. The Legal Services Branch is responsible to the Attorney General's Office.

COMMUNICATIONS BRANCH LABOUR 3
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-965-7941

The Communications Branch informs the public, client groups and the media about the Ministry's activities, and provides communications support to the Minister, the Deputy Minister, senior managers and program areas. Activities include communication, planning, media liaison, and production and distribution of information materials.

The branch also operates an **Information Centre** on the main floor of the Ministry's offices at 400 University Avenue, Toronto (965-9500) which provides general information and referrals for Ministry programs.

COORDINATOR OF FRENCH LANGUAGE SERVICES LABOUR 4
400 University Ave., 14th Flr.
Toronto M7A 1T7
416-965-7795

The French Language Services Coordinator implements, within this Ministry, the government's policy on providing French language services to the Franco-Ontarian public.

SERVICES EN FRANÇAIS

Le coordonnateur des services en français de ce ministère est responsable de la mise en oeuvre et du contrôle de la politique du gouvernement en matière de services en français aux Franco-Ontariens.

LABOUR POLICY AND PROGRAMS

HANDICAPPED EMPLOYMENT PROGRAM LABOUR 5
400 University Ave., 10th Flr.
Toronto M7A 1T7
416-965-2321

The Handicapped Employment Program provides **employment equity** consulting services to employers on initiatives to increase **employment** opportunities for workers with disabilities. The program is active in community development to identify and resolve barriers to the employment of **disabled people** at a local level. Links are facilitated, at both a community and provincial level, between employers, trade unions, health professionals, persons with disabilities, special interest groups, voluntary programs, social agencies, related government programs, educators, architects and insurers. The program provides a public resource centre (a list of resources is available upon request); engages in public education; advises persons with disabilities seeking employment or promotion; and advises government on policy and **legislation** affecting the employment of disabled people. **Publications** include "Taking Aim: Job Search Strategies for People with Disabilities", "Profile: 34 people with disabilities talk about their careers" and "What It Takes: Planning and Employment Equity Program for People with Disabilities". The first two are available in French and on audio cassette (in French and English).

EMPLOYMENT ADJUSTMENT BRANCH LABOUR 6
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-965-0853
Fax 416-963-3286

This branch coordinates various ministries' programs to respond to particular plant closures by Ontario **industry**. The branch advises the public on requirements under the

Employment Standards Act concerning the termination of **employment** in Ontario. It also provides an assistance program for employees who have been affected by large plant closures or layoffs.

POLICY BRANCH LABOUR 7
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-965-9764
Fax 416-965-3027

The Policy Branch provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programmes and legislation related to the workplace.

EMPLOYMENT STANDARDS BRANCH LABOUR 8
40 Dundas ST. W., 4th Flr.
Tower B
Toronto M5G 2C2
416-326-7000
Fax 416-326-7061

The branch is responsible for the administration and enforcement of the **Employment Standards Act, Industrial Standards Act, Employment Agencies Act**, and the Ontario Government Fair Wage Schedules.

The Employment Standards Act provides for minimum terms and conditions of **employment**, called employment standards. It sets out the maximum number of hours which can be worked in the day or week; creates a minimum **wage**; requires overtime **pay** of at least one and one-half times the employee's regular rate; and establishes paid public **holidays**. The Act also requires equal pay for equal work; prohibits discrimination on the basis of sex, age or marital status in employer-provided benefit plans; institutes an entitlement to **pregnancy leave**; forbids lie detector testing; obligates an employer to provide notice of termination or pay in lieu thereof; in certain cases, imposes a separate liability for severance pay; and permits retail store workers to refuse Sunday and holiday work under particular circumstances. For information on employment standards, contact the offices listed below.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of **working conditions** for their particular industry. The schedule must be prepared and accepted by both groups and approved by the Ministry, in order to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation; it is now being utilized by the garment and fur industries.

The **Fair Wage Schedule** on government contracts ensures that employees working on government projects in the construction, building cleaning and security guard industries receive fair **labour** rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which are applicable to the zone where the work is being carried out, and which must be adhered to by the contractor(s).

The Employment Agencies Act provides for the licencing and regulation of employment agencies in Ontario, with respect to dealings with **job** applicants who use their services to obtain employment. All agencies engaged in "permanent" placement must apply and qualify for a **licence** before undertaking any recruitment activity.
For information on any of the above three programs, call 965-0631 or dial toll-free 1-800-268-9001.

Ontario Government Building
119 King St. W., 8th Flr.
Hamilton L8N 3Z9
416-521-7736
Fax 416-521-7264
If long distance dial
1-800-263-6906

808 Robertson St.
Kenora P9N 1X9
807-468-3128
Fax 705-673-2019 (Sudbury)
If long distance dial
1-800-465-1104

1055 Princess St.
Kingston K7L 1H3
613-545-4340
Fax 613-545-4312
If long distance dial
1-800-267-0915

824 King St. W.
Kitchener N2G 1G1
519-744-8101
Fax 519-576-0859
If long distance dial
1-800-265-2373
1-800-265-2468

205 Oxford St. E.
London N6A 5G6
519-439-3231
Fax 519-672-0268
If long distance dial
1-800-265-4707

2197 Riverside Dr., Ste. 301
Ottawa K1H 7X3
613-523-7530
Fax 613-731-4300
If long distance dial
1-800-267-1916

390 Bay St.
Sault Ste. Marie P6A 1X2
705-949-3331
Fax 705-949-9796
If long distance dial
1-800-461-7268

205 King St.
St. Catharines L2R 3J5
416-682-7261
Fax 416-685-1172
If long distance dial
1-800-263-7260

199 Larch St.
Sudbury P3E 5P9
705-675-4455
Fax 705-673-2019
If long distance dial
1-800-461-4000

435 James St. S.
Thunder Bay P7E 6E3
807-475-1691
Fax 807-475-7621
If long distance dial
1-800-465-5016

273 Third Ave., Ste. 400
Timmins P4N 1E2
705-267-6231
Fax 705-264-9196
If long distance ask Operator
for Zenith 57740

40 Dundas St. W., 4th Flr.
Tower B,
Toronto M5G 2C2
416-326-7000
Fax 416-326-7061
If long distance dial
1-800-268-9001

500 Ouellette Ave.
Windsor N9A 1B3
519-256-8278
Fax 519-258-1321
If long distance dial
1-800-265-5140

OFFICE OF THE EMPLOYER ADVISER LABOUR 9
101 Bloor St. W., Ste. 501
Toronto M5S 1P7
416-965-8780
Toll-free 1-800-387-0774

The Office of the Employer Adviser (**OEA**) provides advisory services and advocates, on behalf of employers, on policy matters pertaining to the Workers' Compensation Act. The office was established on October 1, 1985 by Bill 101: An Act to amend the Workers' Compensation Act.

The Office of the Employer Adviser assists **employers** with appeals and in their dealings with the **Workers' Compensation Board** (WCB); provides information on WCB procedures and policy; and attends WCB and Appeals Tribunal hearings.

The office delivers programs through five field offices, listed below.

25 Main St. W., Ste. 1600
Hamilton L8P 1H1
416-521-7850
If long distance dial
1-800-263-8564

30 Duke St. W., Ste. 1005
Kitchener N2H 3W5
519-576-0050
If long distance dial
1-800-265-8949

2197 Riverside Dr., 3rd Flr.
Ottawa K1H 7X3
613-738-2830
If long distance dial
1-800-267-1916

128 Larch St., Ste. 500
Sudbury P3E 5J8
705-673-7214
If long distance dial
1-800-461-4734

500 Ouellette Ave., Ste. 600
Windsor N9A 1B3
519-256-1894
If long distance dial
1-800-265-0826

OFFICE OF THE WORKER ADVISER LABOUR 10
123 Edward St., 13th Flr.
Toronto M5G 1E2
416-965-8570

The Office of the Worker Adviser (**OWA**) assists and represents injured **workers** with WCB claims through all stages of the claims process, including appearances before the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. A resource and **information service** focusing on Workers' Compensation issues is also available to the public.

Worker Adviser Service is provided outside Toronto through Regional Offices. To determine which Regional Office services a particular community, please contact the nearest office of the Ministry of Labour.

FINANCE AND ADMINISTRATION DIVISION

LIBRARY AND INFORMATION SERVICES — LABOUR 11

400 University Ave., 10th Flr.
Toronto M7A 1T7
416-965-1641
Fax 416-965-3027

The **library** collection consists of 70,000 books and reports; 1,200 journal titles; 500 Statistics Canada reports; and Canadian, American and International standards, annual reports and other serials related to the Ministry's areas of responsibility. These include labour relations, women's issues, pay equity, employment, working conditions, employment for the handicapped, occupational health and safety, construction, industrial and mining safety and radiation protection. The library also holds the decisions of the Ontario Labour Relations Board and the Employment Standards Branch, and a collection of judicial decisions under the Occupational Health and Safety Act. A large collection of Microforms, five in-house automated indexes, online access to twelve external computerized database systems, interlibrary loan, photocopying services, and two regularly published library bulletins on Labour Relations and Employment, and Occupational Health and Safety are available to library clients. Interlibrary loan provides borrowing services to non-Ministry clients. Online computer searches, including SDI searches and in-depth research, are conducted for Ministry of Labour clients only. The library operates the Ministry **reading room** which provides public access to Ministry publications, statutes and some manuals and internal procedures.

FINANCIAL MANAGEMENT AND ANALYSIS BRANCH — LABOUR 12

400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-965-4148

The Financial Management and Analysis Branch provides Ministry programs with accounting services, such as financial reporting, accounts payable, payroll, revenue and accounts receivable.

The branch offers the Ministry's executive and program managers financial planning and analysis services, including coordination of the annual resource allocation and estimates process, budget preparation and control, managing-by-results reporting, and implementation of government-wide financial management improvement initiatives. Liaison with other ministries and central government agencies is also provided by the branch.

ADMINISTRATIVE OPERATIONS BRANCH — LABOUR 13

434 University Ave., 3rd Flr.
Toronto M5G 1R6
416-965-6115

The Administrative Operations Branch provides the Ministry with the following services: purchasing of goods and services, supply management, printing, duplicating, mail and transportation, records management, assets management and maintenance of policy and procedures manuals (e.g., Manual of Administration). The branch liaises with the Ministry of Government Services to coordinate such common services as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

INTERNAL AUDIT LABOUR 14
Atrium on Bay, Tower B
40 Dundas St. W., 4th Flr.
Toronto M5G 2C2
416-965-4137

Internal Audit is responsible for the Ministry's audit functions, which include the review and appraisal of management, financial and operational controls.

HUMAN RESOURCES BRANCH LABOUR 15
400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-965-6121

The Human Resources Branch works mainly in an advisory capacity with line managers whose prime task is personnel matters within their units. The branch is responsible for the establishment of Ministry personnel policies and procedures, employee classification and compensation levels, staff recruitment, human resource planning, succession planning, training, employee counselling, investigation of employee grievances and all matters affecting work conditions and performance. Maintaining the Ministry's personnel, payroll and employee benefit records, and serving as a liaison between the Ministry, Management Board and the Ontario Public Service Employees Union (OPSEU) are branch responsibilities.

The branch also administers the Public Service Act, the Crown Employees Collective Bargaining Act and the Collective Agreement, as they relate to Ministry employees.

The Ministry's summer **youth employment** programs, including **Students Training in Industrial Relations (STIR)**, are coordinated by the branch.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH LABOUR 16
400 University Ave., 3rd Flr.
Toronto M7A 1T7
416-965-4165
Fax 416-963-3278

The objective of the Information Technology and Systems Branch is to provide effective and efficient information technology and systems support for the Ministry's programs, government legislation and policy. This includes services in the areas of strategic systems and technology planning; systems prototyping, development and maintenance; information technology; and facilities operations.

FREEDOM OF INFORMATION AND PRIVACY PROTECTION OFFICE LABOUR 17
400 University Ave., 7th Flr.
Toronto M7A 1T7
416-965-0818

The Freedom of Information and Privacy Protection Office is responsible for administration of the **Freedom of Information** and Protection of Privacy Act (FOI) for the Ministry of Labour.

The office responds to requests for information from the public and Ministry personnel under the Freedom of Information Act. General information concerning types of records located in the Ministry and other government institutions, English and French versions of the Directory of General Records and the Directory of General Information Banks are some of the resources available to the public through the Ministry's **library** (400 University Ave., 10th Floor) and regional offices' **reading rooms**, listed below.

151 Ontario Ave.
Elliott Lake P5A 2T2

119 King St. W., 8th Flr.
Hamilton L8N 3Z9

808 Robertson St., 2nd Flr.
Kenora P9N 1X9

1055 Princess St., Ste. 105
Kingston K7L 1H3

824 King St. W., 4th Flr.
Kitchener N2G 1G1

205 Oxford St. E, 2nd Flr.
London N6A 5G6

2197 Riverside Dr., 3rd Flr.
Ottawa K1H 7X3

205 King St., 1st Flr.
St. Catharines L2R 3J5

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2

199 Larch St., 6th Flr.
Sudbury P3E 5P9

435 James St. S., 3rd Flr.
Thunder Bay P7E 6E3

273 Third Ave., 4th Flr.
Timmins P4N 1E2

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3

ASSISTANT DEPUTY MINISTER
OCCUPATIONAL HEALTH AND SAFETY DIVISION

OCCUPATIONAL HEALTH AND SAFETY DIVISION — LABOUR 18
400 University Ave.
Toronto M7A 1T7

The division's Program Analysis and Evaluation Section (965-8710) provides planning and analytical support, and coordinates financial and administrative submissions to the Management Board of Cabinet. The section also assembles and analyzes **statistical** and other data on workplace hazards, fatalities, critical injuries, and prosecutions under the Occupational Health and Safety Act.

The Information and Administrative Services Unit (965-8510/8715) provides centralized services, including coordination of systems development, maintenance of line branch computer systems and files, desk top publishing and printing of documents. The unit is responsible for the distribution of the Act and Regulations, as well as other printed materials related to division programs.

The Advisory Service on Occupational Health and Safety (965-5533) establishes working relationships with other organizations involved in occupational health and safety training and education. This office provides student bursaries, and **grants** for occupational health and safety projects, applied **research** and manpower training and development. Administrative and secretariat support is given to the Ministry of Labour's Awards Program; for information on the program, write to this section at the above address.

The Division Training Unit (965-2305) coordinates training of technical and professional staff; provides training in subjects common throughout the division; and produces training material and videotapes.

The Occupational Health and Safety Advisory Service (965-1170) assists parties with labour relations/health and safety problems through dispute resolution and preventive mediation programs. This office also provides a consulting service for the effective functioning of joint health and safety committees.

POLICY AND REGULATIONS BRANCH LABOUR 19
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-965-6111
Fax 416-324-4910

The Strategic Policy Unit (965-0260) is responsible for the development of division-wide policies and procedures.

The Program Development Unit (965-8710) coordinates the development of regulations for toxic substances, including designated substances regulations made under the Occupational Health and Safety Act.

The Health Studies Service (965-6375) conducts occupational **health research** studies, and provides consultation concerning the effects of occupational and environmental exposure to **chemical** or biological agents on human health.

The Safety Regulations Unit (965-8710) develops regulations, under the Occupational Health and Safety Act, to protect workers from safety hazards. These regulations deal with health care workers, fire fighters, onshore oil and gas workers, roll-over protective structures for certain vehicles, window washers and electrical hazards. This office also develops operating policy and procedures for the division.

The Compliance Reporting Service (965-9764) evaluates the compliance records of companies applying for **financial aid** and **licences** to cut timber on provincial crown land.

CONSTRUCTION HEALTH AND SAFETY BRANCH LABOUR 20
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-965-7161
1-800-268-8013

This branch is responsible for encouraging **construction** employers and employees across the province to prevent occupational injuries, accidents and fatalities, in order to reduce the economic and social losses resulting from occupational health and **safety** hazards.

The branch administers and enforces the provisions of the **Occupational Health and Safety Act**, R.S.O. 1980 c.321; the Regulations for Construction Projects; the Regulation Respecting Asbestos on Construction Projects and in Building and Repair Operations; the Regulation Respecting Diving Operations, O/REG. 634/86; and the Regulation for Window Cleaning 527/88. This Act encompasses regulations for the **health** and safety of **employees** and on-site **employers** in the construction industry, performing work on **buildings**, streets, sewers, watermains, underground, using compressed air, or involving diving operations. The branch periodically inspects construction sites, and investigates complaints, refusals to perform unsafe work, **accidents** and fatalities. Prosecution is usually recommended for contraventions of legislation that could result in critical or fatal injuries to a worker.

The professional engineering staff provide expertise to construction safety managers and officers within the branch, labour-management groups, manufacturers of equipment used in the construction industry, and professionals such as architects, engineers, and diving specialists.

The branch's program is delivered through the head office, located at the above address, and district offices, indicated below. The branch's Training Unit is located in Kitchener at the address shown below.

105 Main St. E., Ste. 807
Hamilton L8N 1G6
416-521-7746
If long distance dial
1-800-263-9296

1055 Princess St.
Kingston K7L 1H3
613-545-4340
If long distance dial
1-800-267-0915

824 King St. W.
Kitchener N2G 1G1
519-744-8101
If long distance dial
1-800-265-2468/2469

CHSB Training Unit
195 King St. W.
Kitchener N2G 1B1
519-744-7221

1020 Hargrieve Rd.
London N6E 1P7
519-681-1784
If long distance dial
1-800-265-7685

2 Robert Speck Pkwy.
Mississauga L4Z 1H8
416-273-7800

Northgate Square
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-476-2711

Pebb Bldg., 3rd Flr
2197 Riverside Dr.
Ottawa K1H 7X3
613-523-7530
If long distance dial
1-800-267-1916

139 George St. N.
Peterborough K9J 3G6
705-742-3436

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 2A7
705-949-3331
If long distance dial
1-800-461-7268

2500 Lawrence Ave. E.
Scarborough M1P 2R7
416-750-3557

205 King St. W.
St. Catharines L2R 3J5
416-682-7261
If long distance dial
1-800-263-7260

199 Larch St., 6th Flr.
Sudbury P3E 5P9
705-675-4455
If long distance dial
1-800-461-4000

435 James St. S.
Postal Station "F"
Thunder Bay P7E 6E3
807-475-1691
If long distance dial
1-800-465-5016/17

Timcor Bldg., 4th Flr.
273 Third Ave.
Timmins P4N 1E2
705-267-6231
If long distance dial
1-800-461-9847

400 University Ave., 8th Flr.
Toronto M7A 1T7
416-965-7161
If long distance dial
1-800-268-8013

500 Ouellette Ave., Rm. 305
Windsor N9A 1B3
519-256-8278
If long distance dial
1-800-265-5140

INDUSTRIAL HEALTH AND SAFETY BRANCH LABOUR 21
400 University Ave., 9th Flr.
Toronto M7A 1T7
416-965-4125
Fax 416-965-1258

Established under the **Occupational Health and Safety Act**, the branch administers programs designed to reduce the incidence of illness and injury among workers in **industry** and institutions including hospitals and schools. (For the construction and mining industries, see the Construction Health and Safety Branch, and the Mining Health and Safety Branch.)

The branch encourages employers and employees to assume primary responsibility for occupational **health** and **safety** programs. Consultation and assistance are provided to recognize, evaluate and control potential problems, and establish ongoing safety programs and internal responsibility systems. Industrial Health and Safety Officers, operating out of 17 district offices throughout the province, periodically inspect industrial establishments and logging sites, and investigate refusals to work under unsafe conditions, **deaths** and serious **accidents**. Regional engineers in the district offices review plans for new **buildings** and alterations to existing ones in order to check for occupational health and safety hazards prior to construction. The head office is responsible for overall program implementation. Industrial Health and Safety Officers and Engineers operate out of the following district offices:

114 Worsley St., 5th Flr.
Barrie L4M 1M1
705-722-6642
Fax 705-726-3101
If long distance dial
1-800-461-4383

Ontario Government Bldg.
119 King St. W., 8th Flr.
Hamilton L8N 3Z9
416-521-7736
Fax 416-521-7264
If long distance dial
1-800-263-6906

1055 Princess St.
Kingston K7L 1H3
613-545-4340
Fax 613-545-4357
If long distance dial
1-800-267-0915

824 King St. W.
Kitchener N2G 1G1
519-744-8101
Fax 519-576-0859
If long distance dial
1-800-268-2373/8 (area code 416)
1-800-265-2468/9 (area code 519)

Training Unit
195 King St. W.
Kitchener N2G 1B1
519-744-5183
Fax 519-744-7928
If long distance dial
1-800-265-2141

205 Oxford St. E., 2nd Flr.
London N6A 5G6
519-439-3231
Fax 519-672-0268
If long distance dial
1-800-265-4707

2 Robert Speck Pkwy., 3rd Flr.
Mississauga L4Z 1H8
416-273-7800
Fax 416-279-4548
If long distance dial
1-800-268-2966/7

33 City Centre Dr., Ste. 121
Mississauga L4Z 1H8
416-273-7800
Fax 416-896-1277
If long distance dial
1-800-268-2966/7

1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-476-2711
Fax 705-476-8301
If long distance dial
1-800-461-1654

2197 Riverside Dr.
Ottawa K1H 7X3
613-523-7530
Fax 613-731-4300
If long distance dial
1-800-267-1916

139 George St. N.
Peterborough K9J 3G6
705-876-1800
Fax 705-742-8364
If long distance dial
1-800-461-1425

700 Christina St. N.
Sarnia N7V 3C2
519-336-1200
Fax 519-336-8477
If long distance dial
1-800-265-1416

390 Bay St.
Sault Ste. Marie P6A 1X2
705-949-3331
Fax 705-949-9796
If long distance dial
1-800-461-7268

2500 Lawrence Ave. E., 2nd Flr.
Scarborough M1P 2R7
(Metro East)
416-750-3557
Fax 416-751-4676
If long distance dial
1-800-268-6541

2100 Ellesmere Rd., Ste. 211
Scarborough M1H 3B7
416-439-6032
Fax 416-439-6217

205 King St.
St. Catharines L2R 3J5
416-682-7261
Fax 416-685-1172
If long distance dial
1-800-263-7260

199 Larch St., 6th Flr.
Sudbury P3E 5P9
705-675-4455
Fax 705-673-2019
If long distance dial
1-800-461-4000

435 James St. S.
Thunder Bay P7E 6E3
807-475-1691
Fax 807-475-7621
If long distance dial
1-800-465-5016/7

273 Third Ave., 4th Flr.
Timmins P4N 1E2
705-267-6231
Fax 705-264-9196
If long distance dial
1-800-461-9847

500 Ouellette Ave., 3rd. Flr.
Windsor N9A 1B3
519-256-8277
Fax 519-258-1321
If long distance dial
1-800-265-5140/4

HEALTH & SAFETY SUPPORT SERVICES BRANCH — LABOUR 22
400 University Ave., 7th Flr.
Toronto M7A 1T7
416-965-3211

The branch provides ministries, industries and workers with a consulting service in the recognition, evaluation and control of exposure to hazardous substances.

The **Occupational Health Medical Service** (965-3610) consists of medical consultants, nurse-consultants and the Chest Clinics. The **medical** consultants evaluate and advise on the health aspects of occupational health problems. The **nurse**-consultants audit medical surveillance programs of designated substances, and provide consultative assistance in

the initiation, change or improvement of occupational health programs. The Chest Clinics provide chest X-rays and pulmonary function tests on workers exposed to designated substances, where a medical control program is required.

The Resource Service (965-3873) has a multidisciplinary team of occupational health professionals providing consultation and guidance to field personnel; toxicological assessment of chemicals; notifiability of new chemical and biological agents; statistical analyses of occupational health data; coordination of training programs; and direction of field research in occupational health.

The **Occupational Health Hygiene Service** (965-4066) provides hygiene and ergonomic consultation to the Occupational Health & Safety Division and **industry**. Staff visit plants and sites to identify and assess **health** hazards from exposure to chemical, physical and biological agents, and recommend control measures.

The **Occupational Health Laboratory Service** (235-5962) performs **chemical** analyses of biological specimens, **air** samples and industrial materials, and assesses the exposure of workers to hazardous substances.

The **Radiation Protection Service** (235-5922) conducts tests and provides advice to protect workers and the general public from the harmful effects of **radiation**. This office administers the **X-ray** Safety Regulation 632/86 under the Occupational Health and Safety Act. The Laboratory within the service analyzes the radioactivity of materials from mining operations, **nuclear** reactors and users of isotopes.

The branch administers programs from its head office, and regional offices, listed below.

119 King St. W., 8th Flr.
Hamilton L8N 3Z9
416-521-7736

1055 Princess St., Ste. 301
Kingston K7L 5T3
613-547-3418

205 Oxford St. E., 2nd Flr.
London N6A 5G6
519-439-3231

2 Robert Speck Pkwy., 3rd Flr.
Mississauga L4Z 1H8
416-273-7800

2197 Riverside Dr., Ste. 301
Ottawa K1H 7X3
613-523-7530

2500 Lawrence Ave. E.
Scarborough M1P 2R7
416-750-3557

199 Larch St., 6th Flr.
Ontario Provincial Bldg.
Sudbury P3E 5P9
705-675-4455

435 James St. S.
Thunder Bay P7E 6E3
807-475-1661

500 Ouellette Ave.
Windsor N9A 1B3
519-256-8278

HEALTH AND SAFETY SUPPORT SERVICES BRANCH — LABOUR 23

CHEST CLINIC
400 University Ave., 7th Flr.
Toronto M7A 1T7
416-965-4075

The Chest Clinic deals with identification and prevention of respiratory **diseases** from occupational exposure to hazardous industrial dusts. Regular surveillance of workers is handled through four chest clinics throughout the Province.

Elliot Lake Chest Clinic
50 Hillside Dr. N.
P. O. Box 68
Elliot Lake P5A 1X4
705-848-2239

Sudbury Chest Clinic
1300 Paris Cres.
Sudbury P3E 5S6
705-522-0212

Timmins Chest Clinic
54 Wilson Ave.
Timmins P4N 2S6
705-264-8571

Toronto Chest Clinic
880 Bay St., 2nd Flr.
Toronto M7A 2C7
416-965-4075

MINING HEALTH AND SAFETY BRANCH LABOUR 24
The Claridge Centre
144 Pine St., 3rd Flr.
Sudbury P3C 1X3
705-675-4118

This branch administers the **Occupational Health and Safety Act** and **Regulations for Mines and Mining Plants**. Open **pits, quarries, metallurgical** operations, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations are periodically inspected to control occupational **health** and **safety** hazards in the workplace. The branch also carries out **air** sample testing to ensure a safe working environment; investigates **deaths**, serious **accidents** and refusals to perform unsafe work; and consults with labour and management to increase their involvement in identifying and eliminating occupational health and safety hazards. Pre-development plans of new and changing operations are reviewed to check for occupational health and safety hazards before construction.

The Mining Health and Safety Branch delivers programs through seven field offices, listed below.

FIELD OFFICES

Algo Centre
151 Ontario Ave.
Elliot Lake P5A 2T2
705-848-2885

1055 Princess St., Ste. 301
Kingston K7L 1H3
613-545-4335

6 Tweedsmuir Ave., Ste. 303
Kirkland Lake P2N 1H9
705-567-5292

1020 Hargrieve Rd.
London N6E 1P6
519-681-1784
If long distance dial
1-800-265-4707

Provincial Bldg.
199 Larch St., 6th Flr.
Sudbury P3E 5P9
705-675-4464

435 James St. S., Box 5000
Thunder Bay P7C 5G6
807-475-1675/6/7
If long distance dial
1-800-465-6937

273 Third Ave., 4th Flr.
Timmins P4N 1E2
705-267-6231

The Mine Rescue Program trains specialists at each underground mine in **mine** rescue procedures, in the event of a mine fire or disaster. The Mine Rescue training officers maintain a number of stations (listed below), as well as non-staffed substations equipped with breathing apparatus, **fire** fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

MINE RESCUE STATIONS

P. O. Box 368
Balmertown P0V 1C0
807-735-2331

28 Victoria St.
Delaware N0L 1E0
519-652-4809
If long distance dial
1-800-265-4707

50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-3022

107 Government Rd. W.
Kirkland Lake P2N 2E8
705-567-4606

96 Warbler Dr.
P. O. Box 377
Manitouwadge P0T 2C0
807-826-4490

P. O. Box 338
Onaping P0M 2R0
705-966-3844

Notre Dame Square
764 Notre Dame Ave., Unit 3
Sudbury P3A 2T3
705-566-4344

P. O. Box 1096
Timmins P4N 7J3
705-264-7511

By statute, all wire ropes used in mine **hoisting** installations must be tested by the **Wire Rope Testing Laboratory** before use and at intervals during service. The Laboratory's address is listed below.

WIRE ROPE LABORATORY

Wire Rope Testing Laboratory
Whitney Block, Room B441, Basement
Queen's Park, Toronto M7A 1W3
416-965-1327

INDUSTRIAL RELATIONS DIVISION

OFFICE OF MEDIATION
400 University Ave., 5th Flr.
Toronto M7A 1T7
416-965-4104

LABOUR 25

The Office of Mediation's goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

OFFICE OF ARBITRATION LABOUR 26
400 University Ave., 25th Flr.
Toronto M5G 1S6
416-965-5669

The Office of Arbitration assists the Minister in carrying out statutory responsibilities for constituting boards of **arbitration** and appointing single arbitrators under the **Labour Relations Act** and the **Hospital Labour Disputes Arbitration Act**. The office is responsible for the receipt and processing of requests from **employers** and trade **unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment; providing administrative services to arbitrators; monitoring the progress of arbitration proceedings; and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides **labour** and management with dispute resolution assistance through **grievance** mediation officers.

The Office of Arbitration has responsibility for coordinating appeals under the **Employment Standards Act**.

OFFICE OF COLLECTIVE BARGAINING INFORMATION LABOUR 27
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-965-6886

The Office of Collective Bargaining Information provides research and analytical support to the Ministry, labour and management. The office compiles and analyses labour relations information, and prepares regular reports on such matters as collective bargaining trends, wages and benefits. In addition, an extensive and up-to-date collective agreement library is maintained.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Labour are listed below. Contact the Communications Branch for unlisted agencies.

ADVISORY COUNCIL ON OCCUPATIONAL HEALTH AND OCCUPATIONAL SAFETY LABOUR 28
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-965-2448

The Advisory Council, which has a membership representative of management, labour, technical or professional persons and the public, advises the Minister on occupational **health** and occupational **safety** matters. A report on the affairs of the Advisory Council is tabled annually in the legislature as a public document. For public inquiries on occupational health and safety, contact the branch involved or the Ministry's field offices under the Occupational Health and Safety Division.

ONTARIO LABOUR RELATIONS BOARD LABOUR 29
400 University Ave., 4th Flr.
Toronto M7A 1V4
416-965-4151

The Ontario Labour Relations Board is a neutral, quasi-judicial tribunal which administers the **Ontario Labour Relations Act**. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a trade **union**, termination of a trade union's bargaining rights, complaints of unfair **labour** practices, first contract arbitration, declarations of successorship of employers or trade unions, cease and desist orders and declarations of illegal strikes and lockouts, trusteeship of locals of trade unions, consent to prosecute, **arbitration** of grievances in the **construction** industry, and trade union jurisdictional disputes.

The Board also deals with declarations of illegal **strikes** and **lockouts**, cease and desist orders and consents to prosecute under the **School Boards and Teachers' Collective Negotiations Act**; **employee** complaints of being disciplined, penalized or coerced for acting in compliance with the **Occupational Health and Safety Act** and the **Environmental Protection Act**; and declarations of successorship under the **Successor Rights (Crown Transfers) Act**. Certain provisions of the **Hospital Labour Disputes Arbitration Act** and the **Colleges Collective Bargaining Act** are administered by the Board.

For the general public, the Board **publishes** an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a monthly report of decisions entitled "Ontario Labour Relations Board Reports", and three pamphlets: "Rights of Employees, Employers and Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The Board's library is also open to the public (965-0206).

PUBLIC SERVICE APPEAL BOARDS LABOUR 30
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-598-0688

The **Public Service Grievance Board** and **Public Service Classification Rating Committees** (965-1455) are tribunals which hear **appeals** about non-bargaining **Ontario Public Service employees'** grievances regarding discipline, dismissal, working conditions and job classification. The **Crown Employees Grievance Settlement Board** (598-0688) hears grievances arising in bargaining units represented by the **Ontario Public Service Employees Union** (OPSEU); **Ontario Liquor Boards Employees Union** (OLBEU); **Canadian Union of Public Employees** (CUPE 1750); **Workers' Compensation Board** (CUPE 767); **Ontario Housing Corporation** (Metropolitan Toronto), (CUPE 3096); Ontario Housing Corporation (Provincial Division); **Amalgamated Transit Union**, Local 1587 (ATU); and **GO Transit**. The Ontario Public Service **Labour Relations** Tribunal (598-0688) hears appeals regarding union representation, unfair labour practices, bad faith bargaining, union dues, inclusions and exclusions of employees in bargaining units, etc., and administers the **Crown Employees Collective Bargaining Act**. Ad hoc arbitration boards hear and adjudicate disputes between employers and **unions**.

INDUSTRIAL DISEASE STANDARDS PANEL LABOUR 31
10 King St. E., 7th Flr.
Toronto M5C 1C3
416-965-5056
Fax 416-324-4536

The Industrial Disease Standards Panel is mandated to: investigate industrial disease in the province; make findings on probable connections between disease and the work-

place; develop criteria and eligibility rules for evaluating compensation claims; report its findings to the Workers' Compensation Board.

WORKERS' COMPENSATION BOARD LABOUR 32
2 Bloor St. E.
Toronto M4W 3C3

The Workers' Compensation Board (**WCB**) administers the **Workers' Compensation Act** and provides the following to workers who sustain work-related injuries or suffer from industrial **diseases**: **compensation** payments or awards; survivor's benefits; **medical** rehabilitation services; and vocational rehabilitation services (functional capacities assessments, **vocational counselling** and **job** training). The board also funds nine **safety** associations and the Workers' Health and Safety Centre, which promote health and safety education for the prevention of occupational injuries and diseases.

The Chairman and Board of Directors report to the Lieutenant Governor in Council through the Minister of Labour, who answers for the Board in the Legislature. The Board maintains a library of research and reference materials (927-4972) and videotapes (927-6922) at its head office in Toronto.

Objections to adverse decisions are reviewed within the operating area in which the decision was made. If the Decision Review Specialist in the operating area cannot grant the objection, a hearing may be requested from the Hearings Branch, Review Services. The Board may reconsider any Hearings Branch decision in cases where a hearing has been improperly conducted, an obvious error has occurred, or new evidence is introduced. Clients may appeal the Hearings Branch's decision to the independent Workers' Compensation Appeals Tribunal.

The Board is organized into four divisions: Client Services, Policy and Specialized Services, Corporate Services, and Strategic Policy and Analysis.

Client Services consists of eight Integrated Service Units (ISUs) which combine claims, health care adjudication and vocational rehabilitation services; Regional Operations (927-4183); Divisional Management Services (927-5174); French Services (927-5023) and Divisional Budget, Systems and Support (927-4171).

Policy and Specialized Services comprises: Specialized Medical Services (927-4371), the Occupational Disease Department (927-6980), Policy and Program Development (927-4138), Specialized Vocational Rehabilitation Services (927-4354), Divisional Budget, Systems and Support (927-4355), the Occupational Health and Safety Education Authority (927-4876), and the **Downsview Rehabilitation Centre** (244-1761).

Corporate Services comprises: Finance and Administration (927-4390), Human Resources (927-3803), Management Information Services (927-3973), Internal Audit (927-4804), Review Services (927-4150), and Divisional Budget, Systems and Support (927-4062). The Employment Equity Program (927-3749) reports both to Human Resources and directly to the Vice-Chairman of Administration and the President.

Strategic Policy and Analysis comprises: Actuarial Services (927-4078), the Board Secretary (927-4005), Office of the General Counsel (927-4356), Strategic Policy (927-2457), Communications (927-3500), and Research and Evaluation (927-3647).

The Board's Investment Fund (927-3514) reports directly to the Vice-Chairman of Administration and the President.

Programs are delivered through the offices listed below.

REGIONAL OFFICES

Hamilton Regional Office
120 King St. W.
Hamilton L8P 4V2
416-523-1800
If long distance dial
1-800-263-8488

London Regional Office
200 Queens Ave.
London N6A 1J3
519-663-2331
If long distance dial
1-800-265-4752

Ottawa Regional Office
360 Albert St., Ste. 200
Ottawa K1R 7X7
613-238-7851
If long distance dial
1-800-267-9601

Sudbury Regional Office
30 Cedar St.
Sudbury P3E 1A4
705-675-9301
If long distance dial
1-800-461-3350

Thunder Bay Regional Office
410 Memorial Ave.
P. O. Box 7000
Thunder Bay P7C 5S2
807-343-1710
If long distance dial
1-800-465-3934

Windsor Regional Office
235 Eugenie St. W.
Windsor N8X 2X7
519-966-0660
If long distance dial
1-800-265-7350

AREA OFFICES

Kingston Area Office
234 Concession St., Ste. 304
Kingston K7K 6W6
613-544-9682
If long distance dial
1-800-267-9461

Kitchener/Waterloo Area Office
151 Frederick St.
Kitchener N2H 2M2
519-576-4130
If long distance dial
1-800-265-2570

North Bay Area Office
128 McIntyre St. W.
North Bay P1B 2Y6
705-472-5200
If long distance dial
1-800-461-9521

St. Catharines Area Office
161 Carlton St., Ste. 201
St. Catharines L2R 1R5
416-687-8622
If long distance dial
1-800-263-2484

Sault Ste. Marie Area Office
369 Queen St. E., Ste. 101
Sault Ste. Marie P6A 1Z4
705-942-3002
If long distance dial
1-800-461-6005

Timmins Area Office
Hollinger Court
100 Waterloo Rd.
Timmins P4N 4X5
705-267-6427
If long distance dial
1-800-461-9856

INTEGRATED SERVICE UNITS

Integrated Service Unit #1
Central Ontario East
2 Bloor St. E., 11th Flr.
Toronto M4W 3C3
416-927-9227
If long distance dial
1-800-263-8877

Integrated Service Unit #2
Toronto East
2 Bloor St. E., 8th Flr.
Toronto M4W 3C3
416-927-8533
If long distance dial
1-800-387-0066

Integrated Service Unit #3
Toronto North
2 Bloor St. E., 10th Flr.
Toronto M4W 3C3
416-927-9270
If long distance dial
1-800-387-8607

Integrated Service Unit #4
Construction
2 Bloor St. E., 18th Flr.
Toronto M4W 3C3
416-927-9538
If long distance dial
1-800-387-0080

Integrated Service Unit #5
Central Ontario West
2 Bloor St. E., 12th Flr.
Toronto M4W 3C3
416-927-1840
If long distance dial
1-800-387-0025

Integrated Service Unit #6
Toronto West
2 Bloor St. E., 17th Flr.
Toronto M4W 3C3
416-927-1090
If long distance dial
1-800-387-0062

Integrated Service Unit #7
Central Ontario South
2 Bloor St. E., 6th Flr.
Toronto M4W 3C3
416-927-9537
If long distance dial
1-800-387-0068

Integrated Service Unit #8
Toronto South
2 Bloor St. E., 16th Flr.
Toronto M4W 3C3
416-927-9539
If long distance dial
1-800-387-0064

General Enquiry
2Bloor St. E., 8th Flr.
Toronto M4W 3C3
416-927-7222
If Long distance dial
1-800-387-0750

Claims Information Centre
1382 St. Clair Ave. W.
Toronto M6E 1C6
416-965-8864

WORKERS' COMPENSATION APPEALS TRIBUNAL — LABOUR 33
505 University Ave., 7th Flr.
Toronto M5G 1X4
416-598-4638
Fax 416-979-8324

The Workers' Compensation Appeals Tribunal was established to hear and determine **appeals** arising under the **Workers' Compensation Act**. The Tribunal hears appeals from Workers' Compensation Board decisions respecting entitlement to **compensation** or benefits, as well as appeals of assessment or penalties under the Act. The Tribunal also determines the effect of the Workers' Compensation Act on workers' rights to take civil action against their employers.

ACTS

ACTS — LABOUR 34

The Ministry of Labour is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Blind Workmen's Compensation Act
Crown Employees Collective Bargaining Act
Employment Agencies Act

Employment Standards Act
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act
Ministry of Labour Act
Occupational Health and Safety Act
One Day's Rest in Seven Act
Pay Equity Act, 1987
Rights of Labour Act
Workers' Compensation Act
Workmens' Compensation Insurance Act

MINISTRY OF MUNICIPAL AFFAIRS

777 Bay St., 17th Flr.
Toronto M5G 2E5

The Ministry of Municipal Affairs is responsible for local government and community planning in Ontario. Through operational and technical assistance, the Ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management arrangements for municipal governments are also determined by the Ministry.

MINISTER'S OFFICE

OFFICE FOR THE GREATER TORONTO AREA MUN AFF 1
5 Park Home Ave., Ste. 210
North York M2N 6L4
416-395-0444
Fax 416-395-0501

The Office for the Greater Toronto Area (OGTA) was established to support the activities of the Government of Ontario, its agencies, the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York to facilitate the significant growth occurring in the area. Regional participation in the process is through the Greater Toronto Coordinating Committee (GTCC). Members are appointed by the Premier of Ontario.

The OGTA has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as a cosmopolitan, livable and affordable international centre as the population and economy expand.

NIAGARA ESCARPMENT COMMISSION MUN AFF 2
232 Guelph St.
Georgetown L7G 4B1
416-877-5191

Under the Niagara Escarpment Planning and Development Act, the Commission monitors municipal planning initiatives in the Escarpment area; maintains **audio-visual** presentations, a **library** and a resource centre; and processes amendments to the Niagara Escarpment Plan. The Plan, approved on June 12, 1985, sets out policies for maintaining the Niagara Escarpment and surrounding land as a continuous natural **environment**, and ensuring balanced future use through an interim development control system.

Responsibility for long-term planning initiatives is being transferred from the provincial to the municipal level, and incorporated into municipal planning documents. Until delegation of authority occurs, the Commission will continue to process development **permit** applications. Contact the Georgetown office (416-877-5191) for Dufferin County and the Regional Municipalities of Halton and Peel; the Clarksburg office (519-599-3340) for the Counties of Bruce, Grey and Simcoe; and the Grimsby office (416-945-9235) for the Regional Municipalities of Hamilton-Wentworth and Niagara. From Toronto and Brampton, call 416-453-2468.

NIAGARA ESCARPMENT DEVELOPMENT CONTROL HEARING OFFICE — MUN AFF 3
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-7350

This office conducts hearings on appeals of decisions made by the **Niagara Escarpment Commission**.

DEPUTY MINISTER'S OFFICE

MUNICIPAL AUDIT BUREAU — MUN AFF 4
5400 Yonge St., Ste. 200
Willowdale M2N 5R5
416-223-4222

The Ontario Municipal Audit Bureau **audits provincial-municipal** transfer payment programs for the ministries of Citizenship, Culture and Communications, Community and Social Services, Environment, Health, Housing, Municipal Affairs, Northern Development and Mines, Tourism and Recreation, Transportation, and Treasury and Economics.

The Bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

STRATEGIC PLANNING, ORGANIZATION DEVELOPMENT AND EVALUATION BRANCH — MUN AFF 5
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-6283

The branch manages the Ministry's strategic planning and environmental scanning processes, organization and management development initiatives, and program evaluation activities. It assists the Deputy Minister and the Minister's decision-making committee system through briefings and administrative support.

HOUSING DEVELOPMENT — MUN AFF 6
777 Bay St.
Toronto M5G 2E5
416-585-6600

Housing Development provides the Premier and the Ministers of Municipal Affairs and Housing with advice on land use support to create affordable **housing**. This includes working with **municipalities** and the building industry to facilitate processing and approval of planning documents in accordance with provincial, regional and local housing policy.

CORPORATE RESOURCES MANAGEMENT — MUN AFF 7
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670

Corporate Resources Management supports and advises the Ministry of Housing and the Ministry of Municipal Affairs in achieving program objectives. This office develops management policies and processes; sets administrative standards; delivers essential

resources and support services; and provides ongoing advice on a range of management activities and issues.

LEGAL SERVICES BRANCH MUN AFF 8
777 Bay St.
Toronto M5G 2E5
Municipal Law Section, 12th Flr.
416-585-6554
Community Planning Law Section, 16th Flr.
416-585-6723

Legal services for the Ministry of Municipal Affairs and its agencies, including the **Niagara Escarpment Commission** (585-6724), are provided by this branch. It offers counsel on legal matters and documentation, including statutes, regulations, and proposed legislation. The branch also performs legal functions relating to municipal and community planning legislation, and Ministry operations.

COMMUNICATIONS AND INFORMATION SERVICES MUN AFF 9
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7025
416-585-7041 Customer Assistance

This branch provides communication and information services and acts as a marketing consultant to both the Ministry of Municipal Affairs and the Ministry of Housing.

HUMAN RESOURCES BRANCH MUN AFF 10
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003

The Human Resources Branch performs personnel functions for the Ministry of Housing and the Ministry of Municipal Affairs. The Metropolitan Toronto Housing Authority handles its own personnel functions (928-4914). The branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the formulation of Ministry personnel policies and procedures, manpower planning, staff development, establishment of appropriate classification and compensation levels for all Ministry employees, staff recruitment, employee counselling, investigation of employee grievances, and all matters affecting working conditions and performance. The branch maintains the ministries personnel, payroll and employee benefit records. It also provides liaison between the ministries and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The branch offers a complete staff relations service to the Ontario Housing Corporation and its local Housing Authorities in dealing with the Canadian Union of Public Employees (CUPE) and OPSEU.

The **Employment Equity Program** Office plans, develops and coordinates programs within the Ministry of Housing, the Ministry of Municipal Affairs, and the local housing authorities to improve the employment status of women, visible minorities, disabled persons, Native peoples and francophones.

FINANCIAL SERVICES BRANCH MUN AFF 11
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577

The Financial Services Branch provides financial management and accounting services to all Ministry of Housing and Ministry of Municipal Affairs programs. These services

include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

The branch coordinates housing-related, cost-sharing arrangements with the federal government, and provides accounting and banking services to 6 Regional Housing Programs offices and 58 **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Treasury and Economics is also provided by the branch.

FACILITIES AND SERVICES MUN AFF 12
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-7232

The branch supplies the Ministry of Housing, the Ministry of Municipal Affairs and their agencies with **administrative services**, including supply management, **records**, forms and manuals management, printing, duplicating, word processing, office accommodation, design and telephone services, mail services, as well as assets and fleet management. Liaison is provided with the Ministry of Government Services to coordinate common services. The branch is also responsible for the **library** located at 777 Bay St., 2nd Floor. The library operates a **Freedom of Information reading room** which provides public access to the ministries' publications, statutes, and operational manuals listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records.

OPERATIONS REVIEW AND AUDIT BRANCH MUN AFF 13
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6550

The Operations Review and Audit Branch is responsible for the internal audit function in the Ministries of Housing and Municipal Affairs. The branch performs financial, EDP and management audits to assess the adequacy of controls.

MUNICIPAL POLICY DEVELOPMENT

MUNICIPAL PLANNING POLICY BRANCH MUN AFF 14
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-6320

The branch coordinates land use policy development, and develops policy and legislation for the improvement of the planning approvals process. Activities include: continuing review, evaluation and monitoring of the Planning Act and related legislation; preparation of government policy statements and related guidelines under the Planning Act; development and recommendation of improvements to decision-making processes; and development and coordination of Ministry policies concerning community planning.

PROVINCIAL PROGRAMS AND PLANNING BRANCH MUN AFF 15
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7201

The Provincial Programs and Planning Branch coordinates a strategy for the Ministry's involvement in provincial/regional settlement patterns and development issues. The

branch also provides policy direction for existing provincial planning programs, including the Parkway Belt and Niagara Escarpment.

MUNICIPAL FINANCE BRANCH MUN AFF 16
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6300

The Municipal Finance Branch examines **municipal** finances to provide advice on alternative policies for maintaining the financial viability of municipalities in Ontario. Issues include: property taxation; intermunicipal cost-sharing; other local government revenue sources such as lot levies and provincial grants (including the unconditional grants program); municipal expenditures; capital financing and municipal infrastructure needs; pension issues and insurance matters.

MUNICIPAL FINANCE BRANCH MUN AFF 17
ONTARIO MUNICIPAL EMPLOYEES
RETIREMENT BOARD
1 University Ave, Ste. 900
Toronto M5J 2P1
(416)-369-2400
(416)-967-3739 Investment Department
Toll free 1-800-387-0813
Fax 416-360-0217

The Board administers the Ontario Municipal Employees Retirement System (OMERS) Act which provides pension plans for employees of municipalities and local boards in Ontario.

MUNICIPAL GOVERNMENT STRUCTURE MUN AFF 18
BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7250

The Municipal Government Structure Branch develops policy options and analysis relating to the power, authority, structure, organization and electoral arrangements of **municipalities**. The branch also advises the Minister and the Government of Ontario on provincial policies concerning these matters.

INTERGOVERNMENTAL COORDINATION AND MUN AFF 19
CONSULTATION BRANCH
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6236

The Intergovernmental Coordination and Consultation Branch develops consultation strategy relationships with municipalities, municipal organizations, professional groups and other clients on critical issues facing local government. This branch ensures that effective consultation takes place with other provincial ministries on policies that affect local municipalities.

The branch also coordinates the review of cabinet submissions and proposed legislation. Coordination is carried out in two ways: reviewing incoming submissions from other ministries and coordinating the Ministry's response; and maintaining and scheduling the legislative agenda for the Ministry.

MUNICIPAL OPERATIONS

FIELD MANAGEMENT MUN AFF 20
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-7251

Field Management assists in local planning, boundary negotiation; community improvement under PRIDE; and financial, administrative and other advisory activities to support municipal decision-making. Assistance is provided through seminars, direct liaison with **municipalities**, and upon request. For further information, contact Field Management offices listed below.

150 Main St.
Cambridge N1R 5P9
519-622-1500
If long distance dial
1-800-265-3574/5
Brant, Waterloo
Niagara, Hamilton-
Wentworth,
Oxford, Haldimand-
Norfolk

147 Wyndham St. N.
Guelph N1H 4E9
519-836-2531
If long distance dial
1-800-265-7236
Bruce, Grey, Wellington

1055 Princess St.
Kingston K7L 5T3
613-545-4310
If long distance dial
1-800-267-9438
Frontenac, Lennox
& Addington, Hastings,
Prince Edward,
Peterborough,
Northumberland,
Leeds & Grenville

495 Richmond St., 7th Flr.
London N6A 5A9
519-438-7255
519-673-1611
If long distance dial
1-800-265-1250/4736
Essex, Kent, Lambton, Elgin,
Middlesex, Huron, Perth

126 Lakeshore Dr.
North Bay P1A 2A8
705-476-4300
If long distance dial
1-800-461-9528
Parry Sound, Nipissing,
Timiskaming

15B Matchedash St. N.
Orillia L3V 4T4
705-325-6144
If long distance dial
1-800-461-0279
Simcoe, Haliburton,
Muskoka, Dufferin
Victoria

74 Simcoe St. S.
Oshawa L1H 4G6
416-571-1515
If long distance dial
1-800-263-7950
York, Durham,

244 Rideau St., 3rd Flr.
Ottawa K1N 5Y3
613-239-1296
If long distance dial
1-800-267-0460 or
1-800-267-6554
Renfrew, Lanark, Prescott &
Russell, Stormont, Dundas &
Glengarry,
Regional Municipality
of Ottawa-Carleton

850 Barrydowne Rd.
Sudbury P3A 3T7
705-560-0120
If long distance dial
1-800-461-1193

430 Notre Dame Ave., 2nd Flr.
Sudbury P3C 5K7
705-675-4343
If long distance dial
1-800-461-1194
Cochrane, Algoma, Manitoulin,
Regional Municipality
of Sudbury,
District of Sudbury

435 James St. S., 1st Flr.
P.O. Box 5000
Thunder Bay P7C 5G6
807-475-1621/1651
If long distance dial
1-800-465-5061/5027
Thunder Bay, Kenora,
Rainy River

47 Sheppard Ave. E., Ste. 207
Willowdale M2N 2Z8
416-205-1251
If long distance dial
1-800-668-0230
Halton, Peel,
Metro Toronto

MUNICIPAL BOUNDARIES BRANCH MUN AFF 21
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7276

The branch assists **municipalities** in resolving municipal boundary and boundary-related disputes within the provisions of the **Municipal Boundary Negotiations Act**; supporting northern municipalities' applications to annex unorganized territory; and strengthening county government programs.

PROGRAM SERVICES BRANCH MUN AFF 22
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6244

The Program Services Branch provides support to the field staff and the rest of the ministry. This branch is responsible for the development and coordination of all **educational** programs for council members and **municipal** administrators; the preparation of guidelines on changes to municipal financial, administrative, and planning legislation; and the provision of cartographic and design services.

COMMUNITY DEVELOPMENT BRANCH MUN AFF 23
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6013

This branch is responsible for managing the community development programs of **P.R.I.D.E.** (Program for Renewal, Improvement, Development and Economic Revitalization), **Community Planning Grants**, **Community Planning Advisory Grants** and Business Improvement Area programs.

The office reviews existing programs to determine whether they are effective, and designs new programs to meet the community development goals of municipalities and the Ministry.

PLANS ADMINISTRATION BRANCHES MUN AFF 24
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-6014

The two Plans Administration Branches (Central and Southwest, and North and East) review and approve documents submitted under the **Planning Act**. These documents include **official plans**, official plan amendments, **subdivision** and **condominium** plans, **land severance** applications and **road** adjustment by-laws (except where the Minister has assigned or delegated approval power). The branches also prepare and administer the Minister's **zoning** orders; approve part-lot control by-laws, and **title** validations **deeming by-laws**; comment on municipal zoning by-laws; and monitor the Minister's authority delegated to **municipalities** and planning boards in unorganized territories.

CORPORATE MANAGEMENT SERVICES DIVISION

CORPORATE MANAGEMENT SERVICES DIVISION MUN AFF 25
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6262

The Corporate Management Services Division provides specific support services to the Ministry. These services include: implementing the French Language Services Act and the Freedom of Information and Protection of Privacy Act, managing the Ministry's information and technology resources, administering the municipal transfer payment programs, and overseeing the Ministry's resource allocation and control processes.

FRENCH LANGUAGE SERVICES BRANCH MUN AFF 26
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7556

Within the Ministry, the Director of Language Services arranges implementation of government policy on providing **French language services** to the Franco-Ontarian public. The branch also liaises with Ontario's municipalities for the municipal services in French programs. Assistance is provided to municipalities planning to offer French Language Services designated under the French Language Services Act, 1986.

SERVICES EN FRANÇAIS

Le directeur des services en français de ce ministère est responsable de la mise en oeuvre de la politique du gouvernement en matière de services en langue française (services aux Franco-Ontariens en langue française). Le directeur sert aussi de lien avec les municipalitiés Ontariennes dans le cadre du programme services municipaux en français (voir ci-dessous). Aide aux municipalités désignées par la Loi de 1986 sur les services en français et voulant offrir des services en français.

INFORMATION MANAGEMENT BRANCH MUN AFF 27
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7595
Fax 416-585-7242

The Information Management Branch is responsible for managing information and technology strategies within the Ministry.

Activities include long-range planning to assist Ministry staff in acquiring information technology tools; training and support in the use of these tools; and development of applications ensuring maximum benefit from the use of information technology.

The branch also maintains a large database of information about Ontario municipalities, which is made available to other ministries, municipalities and individuals.

SUBSIDIES BRANCH MUN AFF 28
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6012

The Subsidies Branch administers payments for all Ministry of Municipal Affairs programs under which **grants** or loans are made to **municipalities**, planning boards, or individuals. It also makes payments of property **tax** rebates to private **land** owners on behalf of the Ministry of Natural Resources for its **Ontario Managed Forest and Conservation Land Tax Rebate programs**.

Municipalities receive grants under the **Unconditional Grants Program**; grants in lieu of taxes on provincially owned and occupied properties; and community planning grants for developing new official plans or zoning by-laws. Grants are also available to encourage improvements in communities through the Program for Renewal, Improvement, Development and Economic Revitalization (**PRIDE**); to assist in establishing employment equity programs and to subsidize the salary of an employment equity cooordinator; to hire **students** and provide them with training and development under the **Education and Training Program**; to provide municipal services in french; and to administer planning activities in planning areas within unorganized territory in Northern Ontario.

In addition, the branch makes loans to municipalities under the Ontario Downtown Revitalization Program (ODRP); Ontario Housing Action Program (MSRP) Urban Revitalization Program (UR); and the Commercial Area Improvement Program (CAIP).

RESOURCE PLANNING SECTION MUN AFF 29
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6262

The Resource Planning Section is responsible for the management planning process, resource allocation, results management, annual estimates submissions and the multi-year expenditure planning forecasts. The section also oversees the implementation of the Freedom of Information and Protection of Privacy Act.

ACTS

ACTS MUN AFF 30

The Ministry of Municipal Affairs is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Hamilton Act, 1975
City of Hazeldean-March Act, 1978
City of Nepean Act, 1978

City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69
(formerly City of Lakehead Act, 1968-69, c.45)
City of Timmins-Porcupine Act, 1972
County of Haliburton Act, 1982
County of Oxford Act
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
International Bridges Municipal Payments Act, 1981
Line Fences Act
Local Improvement Act
Ministry of Municipal Affairs and Housing Act, 1981
Moosonee Development Area Board Act
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act, 1981
Municipal Conflict of Interest Act, 1983
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act
Municipal Extra-Territorial Tax Act, 1988
Municipal Franchises Act
Municipal Interest and Discount Rates Act, 1982
Municipal Payments in Lieu of Taxes Statute Law Amendment Act, 1984
Municipal Private Acts Repeal Act, 1983
Municipal and School Tax Credit Assistance Act
(repealed except subsection 2(3)(4)(5) and (6)
Municipal Subsidies Adjustment Repeal Act, 1976
Municipal Tax Assistance Act
Municipal Tax Sales Act, 1984
Municipal Unemployment Relief Act
Municipal Works Assistance Act
Municipality of Metropolitan Toronto Act
Municipality of Shuniah Act, 1936
Niagara Escarpment Planning and Development Act
Ontario Municipal Employees Retirement System Act
Ontario Planning and Development Act
Ontario Unconditional Grants Act
Ottawa-Carleton Amalgamations and Elections Act, 1973
Parkway Belt Planning and Development Act
Planning Act, 1983
Planning Statute Law Amendment Act, 1983
Police Village of St. George Act, 1980
Provincial Parks Municipal Tax Assistance Act (repealed)
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act

Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Road Access Act
Shoreline Property Assistance Act
Snow Roads and Fences Act
Statute Labour Act
Tax Sales Confirmation Act, 1974
Territorial Division Act
Tom Longboat Act, 1980
Toronto District Heating Corporation Act, 1980
Toronto Islands Act, 1980
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS NAT AFF 1
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-4000

Order-in-Council 1803/85 designates the Attorney General of Ontario as the Minister Responsible for Native Affairs. Responsibilities include: developing government-wide Native Affairs policy; co-ordinating special projects across ministries; negotiating corporate Native issues, such as **aboriginal** constitutional matters and self-government agreements; **researching** and negotiating Native land claims; and monitoring development and delivery of line Ministry programs affecting **Native people**.

By Cabinet directive, the Minister is designated as the Chairman of the **Cabinet Committee on Native Affairs (CCNA)**. This committee serves as a forum for the review of Native Affairs issues and initiatives having government-wide implications. It comprises of the following Ministers: Attorney General and Minister Responsible for Native Affairs; Solicitor General; Citizenship; Community and Social Services; Colleges and Universities; Culture and Communications; Correctional Services; Education; Health; Housing; Natural Resources; Northern Development; Skills Development; and Tourism and Recreation.

The **Ontario Native Affairs Directorate** (326-4740) supports the Attorney General in the capacity of Minister Responsible for Native Affairs, Chairman of the Cabinet Committee on Native Affairs, and member of the Cabinet Committee on Northern Development. The Directorate acts as an advocate for the resolution of Native Affairs issues within the government, negotiates the aboriginal **land** claims and manages the Province's involvement in aboriginal self-government negotiations.

MINISTRY OF NATURAL RESOURCES

Whitney Block
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3

The Ministry of Natural Resources originated in 1972 with the amalgamation of the former Departments of Lands and Forests, and Mines and Northern Affairs. In 1985, certain of the mining-related responsibilities were transferred back to the reconstituted Ministry of Northern Development and Mines.

The goals of the Ministry of Natural Resources are three-fold: resource development, resource conservation and the protection of public safety and resources from natural hazards. The Ministry's programs are concerned with the wise management of Ontario's physical & natural resources for economic and social benefit. This includes Crown lands, waters, forests, parks, fish, wildlife, fuel and industrial minerals.

DEPUTY MINISTER'S OFFICE

POLICY AND PLANNING SECRETARIAT MNR 1
Whitney Block, Rm. 6440
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-8422

The Secretariat provides support to the Deputy Minister's office and the Ministry's executive management team through development and coordination of policy, maintenance of the policy system, the strategic planning process, preparation of priority guidelines, assessment of policy proposals from within and outside the Ministry, and liaison with Cabinet Office, Cabinet Committees and other ministries. Leadership for land use and integrated resource management planning is provided by the development and maintenance of guidelines and processes, and the coordination of **land use planning** at the provincial level. The Secretariat also administers **environmental assessments**, subject to the Environmental Assessment Act, and reviews plans of **municipalities** and other agencies in relation to Ministry plans and programs.

ADMINISTRATION DIVISION

COMMUNICATIONS SERVICES BRANCH MNR 2
Whitney Block, Rm. 5340
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2756 General Inquiries
416-963-1325 A.V. Film Library

The Communications Services Branch establishes communications policy for the Ministry, advises branches on communications methods and opportunities and provides communications support to the Minister and the Deputy Minister. The branch also informs the public, client groups and the media about the Ministry's activities, answers public inquiries, and produces and distributes **publications**, news releases and audio-visual materials.

COMMUNICATIONS SERVICES BRANCH MNR 3
PUBLIC INFORMATION CENTRE
Whitney Block, Rm. 1640
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2000 General Inquiry
416-324-4841 French Inquiry
416-965-1123 Aerial Photographs
416-965-7883 Fisheries Information
416-965-3474 Fishing Licences
416-965-9751 Forestry/Land/Waters/Information
416-965-6511 Map Information
416-965-1348 Mineral Information
416-965-3081 Provincial Parks Information
416-965-4251 Wildlife Information

The Public Information Centre is a "one stop" inquiry centre for both the public and the government. Information and publications are provided on Ontario's **fish, wildlife, forestry, mineral** resources, **lands** and **waters**, and provincial **parks**. The centre sells **hunting** and **fishing licences**, topographical Ontario Basic **Mapping**, aerial photos and Forest Resources Inventory maps. **Travel** counselling is also provided to the public on Provincial Parks hunting, fishing and outdoor **recreation** opportunities.

LEGAL SERVICES BRANCH MNR 4
Whitney Block, Rm. 6420
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2748
Fax 416-324-4616

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services such as preparing litigation, settling claims, acting at court hearings, etc. are also supplied to the Ministry. The Legal Services Branch is responsible to the Attorney General's Office.

MANAGEMENT PLANNING AND ANALYSIS MNR 5
Whitney Block, Rm. 6312
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-4143

Management Planning and Analysis initiates studies of the Ministry's management process; recommends changes to management organization, systems, procedures and practices; and coordinates the implementation of projects to enhance organizational and management effectiveness.

HUMAN RESOURCES BRANCH MNR 6
Whitney Block, Rm. 4520
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2707

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes Ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staff recruitment, safety programs, Workers' Compensation, human resource planning, training and development,

employee counselling, investigation of employee grievances and conflict of interest cases, employment equity and all matters affecting working conditions and performance. The Ministry's personnel, payroll and employee benefit records are maintained by the branch. It coordinates the Ministry's **youth employment** program, which involves the hiring of qualified 17 year-old persons as **junior rangers** (965-1258). The branch also serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU). For personnel records call 965-7240; for seasonal employment inquiries call 965-2707. There are personnel officers in each of the Ministry's eight regional offices, listed under the Field Organization entries.

ADMINISTRATIVE MANAGEMENT BRANCH MNR 7
Whitney Block, Rm. 5528
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2711

The Administrative Management Branch provides guidance and analytical/support services for a wide range of administrative matters to assist Ministry managers in achieving program objectives. The branch is responsible for corporate leadership and training in the areas of supply management (purchasing, contracting, warehousing, moveable assets and fleet/insurance), facilities and accommodation, and records and forms management. In addition to Ministry-wide corporate services (e.g. central supply warehouse, forms design, mail system), the branch provides specialized support services for all Ministry main office programs. Such services include purchasing, a copy centre, records and information management and assets management. The branch also liaises with central agencies regarding administrative matters, and works cooperatively with other ministries in coordinating common services, such as telecommunications, the acquisition and design of facilities, and the purchase of automobiles and frequently needed supplies.

FINANCE AND ADMINISTRATION GROUP

FINANCIAL RESOURCES BRANCH MNR 8
Whitney Block, Rm. 4303
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2761

The Financial Resources Branch is responsible for general accounting functions, including payroll and expense account services, accounts payable, and financial liaison with the Provincial Auditor and other government ministries and agencies. Branch activities include appropriations and expenditure control, development of accounting and costing systems, financial and cost analyses, and pre-audit controls and procedures. The branch examines non-tax revenue rates and budget allocations control; coordinates program planning and yearly reviews; prepares reports for submission to Management Board; organizes and participates in program evaluations; assists with economic analysis of Ministry programs; and coordinates management information development and updates. The branch also prepares claims under federal-provincial agreements; controls collateral securities; and collects records and reports on revenue from **timber** operations, sales and leases of **Crown land, mining, pits and quarries** and provincial **parks** operations, **fish** and **wildlife licences** and sundry other cash receipts.

The branch is responsible for the provision of financial training and development opportunities for Ministry staff, and administration of the Ontario Renewable Resources Research Grants Program. Financial advisory services are provided to the Ministry's client groups. For fish and wildlife (**hunting**) licence sales, see this Ministry's Public Infor-

mation Centre or contact the Regional and District Offices listed under the Field Organization entries.

INTERNAL AUDIT SERVICES BRANCH MNR 9
Whitney Block, Rm. 4633
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-4087

This branch is responsible for the Ministry's internal audit functions, which include the review and appraisal of financial and management control systems.

SYSTEMS SERVICES BRANCH MNR 10
Whitney Block, Rm. 6540
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-5671

The Systems Services Branch coordinates the planning, development, maintenance and operation of Ministry computer information systems. It ensures effective delivery of information services to users; develops strategy, policies and procedures for systems-related issues; and provides computer and data entry services. The branch manages a major processing facility and the Ministry communications network.

FOREST RESOURCES GROUP

FOREST RESOURCES GROUP MNR 11
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315
416-965-2785 (Toronto Office)

Forest Resources Group develops policy and provides leadership in the management of public and private forest resources across Ontario.

ONTARIO TREE IMPROVEMENT AND FOREST BIOMASS INSTITUTE MNR 12
P. O. Box 7400
Maple L6A 1S9
416-832-7270

Ontario Tree Improvement and Forest Biomass Institute (**OTIFBI**) and the four research stations listed below provide leadership in **forest research** considered to be most important to Ontario forests management. Research programs include studies on **tree** improvement, forest biomass, biotechnology, site productivity, silviculture, tree biology and forest ecology. Specific areas of research interest include: breeding, genetics and productivity of various tree species, primarily softwoods such as pines and spruce; production and performance of coniferous planting stock; and stand management and productivity, including nutrient cycling, acid rain studies and management of tolerant hardwoods.

OTIFBI
Midhurst L0L 1X0
705-721-8272

OTIFBI
P. O. Box 490
Sault Ste. Marie P6A 5M7
705-949-9461

OTIFIBI
P. O. Box 2960
Thunder Bay P7B 5G5
807-767-1607

OTIFBI
620 Gordon St.
Guelph N1G 2W1
519-824-4120 Ext.8586

FOREST MANAGEMENT BRANCH MNR 13
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315

The Forest Management Branch develops policy, sets field program targets, provides specialized services to field staff, audits field staff performance, and develops standards for **forest** practice in Ontario. The branch also develops **silvicultural** guidelines; conducts **research** and development projects; coordinates the **tree seed program** and the distribution of **nursery** stock for **Crown** and private **lands**; and administers the grants mentioned below.

Specialized services are provided to district offices for **pest control**, nursery **soil** management, municipal **tree** cutting by-laws, assessment of silvicultural work, equipment development, **Woodlands Improvement Act** agreements and special funding programs.

The branch provides leadership in applied science and technology to the forest sector through its coordination of four regional technology development units.

The branch works with this Ministry and other ministries to develop multiple use management policies. The objective is for forest-based industries to contribute to the economy while maintaining sound environmental practices and providing for other uses of the forest.

In carrying out branch policy, field offices manage Crown forests to ensure regeneration, improve quality and growth, and protect against **fire, insects** and **disease**. Private landowners receive advice on tree planting, tending **woodlots** and marketing **timber**, as well as direct forestry assistance under the Woodlands Improvement Act. Field offices provide **grants** to municipalities for the acquisition of lands to be managed by the Ministry. Through a cooperative arrangement with the Ministry of Municipal Affairs, annual grants are made to private forest owners to reduce **property tax** on their managed forests. Field offices also hold field days for the public on growing trees, **maple syrup** production and forest management.

The delivery of Forest Management programs is the responsibility of the district offices. Inquiries should be directed to the nearest district office, listed under this Ministry's Field Organization entries.

FOREST PRODUCTS AND MARKETING BRANCH MNR 14
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315

The Forest Products and Marketing Branch develops policies and priorites for the allocation of **Crown timber** resources to sustain development in the provincial forestry sector. It provides policy advice and support in the areas of forest management information;

timber **licensing** and wood allocation; wood measurement and **forest industrial** development. For information, contact the above office or any regional or district office listed under the Field Organization entries.

FOREST PLANNING MNR 15
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315

Forest Planning coordinates provincial forest policy and long term planning to ensure sustainable development of the forest resource. It also ensures that integrated environmental assessment commitments are met and reported to the public.

LANDS AND WATERS GROUP

CONSERVATION AUTHORITIES AND WATER MANAGEMENT BRANCH MNR 16
Whitney Block, Rm. 5620
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-6283

The branch encourages the **conservation**, development and wise utilization of **water** and related **land** resources by providing policy, procedural guidelines, funding, management and planning direction to 38 Conservation Authorities.

The Conservation Authorities are autonomous, corporate bodies established under the **Conservation Authorities Act** to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the branch, **grants** are provided to Conservation Authorities to support resource management projects, e.g., **watershed** planning, **flood** control works such as **dams** and other non-structural types, **erosion** control projects, and conservation and **recreation** land management (**reforestation, woodlot, fish** and **wildlife** management).

The branch also administers the **Lakes and Rivers Improvement Act** which regulates construction and operation of dams and diversions. In addition, special engineering, water management, **shoreline** management and **hydrologic research** studies to control flooding and erosion are carried out. Response to flood **emergencies** is a joint effort by a number of entities including the municipality concerned, the Conservation Authorities, the Ministry of Natural Resources' district offices, and the police. To report an emergency arising from floods, telephone the municipality in which flooding occurs. In areas outside municipalities, call the nearest district office of the Ministry of Natural Resources, listed in the blue pages of area telephone directories.

The branch deals with the Conservation Authorities (CAs) through six Ministry of Natural Resources regional offices. These offices and the Authorities are listed below.

CENTRAL REGION

Regional Office
10670 Yonge St.
Richmond Hill L4C 3C9
416-883-3267

Niagara Peninsula CA
Centre St.
Allanburg L0S 1A0
416-227-1013

Hamilton Region CA
Box 7099, 838 Mineral Springs Rd.
Ancaster L9G 3L3
416-525-2181

Nottawasaga Valley CA
R. R. 1
Angus L0M 1B0
705-424-1479

Halton Region CA
2596 Brittania Rd. W.
P. O. Box 1097, Stn. B
Burlington L7P 3S9
416-336-1158

Grand River CA
Box 729, 400 Clyde Rd.
Cambridge N1R 5W6
519-621-2761

Kawartha Region CA
Box 819
Fenelon Falls K0M 1N0
705-887-3112

Credit Valley CA
Meadowvale L0J 1K0
416-451-1615

Lake Simcoe Region CA
Box 282, 120 Bayview Ave.
Newmarket L3Y 4X1
416-895-1281

Metropolitian Toronto & Region CA
5 Shoreham Dr.
North York M3N 1S4
416-661-6600

Otonabee Region CA
Time Square,
211 Hunter St. E.
Peterborough K9H 7B5
705-745-5791

Ganaraska Region CA
Box 328, 56 Queen St.
Port Hope L1A 3W4
416-885-8173

Central Lake Ontario CA
100 Whiting Ave.
Oshawa L1H 3T3
416-579-0411

EASTERN REGION

Regional Office
Government Bldg.
Van Buren St.
Kemptville K0G 1J0
613-258-3413

Moira River CA
Box 698
Belleville K8N 5B3
613-968-3434

South Nation River CA
Box 69
Berwick K0C 1G0
613-984-2949

Cataraqui Region CA
R. R. 1
Glenburnie K0H 1S0
613-546-4228

Mississippi Valley CA
Box 268
Lanark K0G 1K0
613-259-2421

Rideau Valley CA
Box 599, Mill St.
Manotick K0A 2N0
613-692-3571

Crowe Valley CA
Box 416
Marmora K0K 2M0
613-472-3137

Raisin Region CA
Box 10
Martintown K0C 1S0
613-528-4584

Napanee Region CA
25 Ontario St. W.
Napanee K7R 3S6
613-354-3312

Prince Edward Region CA
Box 310
Picton K0K 2T0
613-476-7408

Lower Trent Region CA
441 Front St.
Trenton K8V 6C1
613-394-4829

NORTH CENTRAL REGION

Regional Office
435 James St. S.
Box 5000
Thunder Bay "F" P7C 5G6
807-475-1261

Lakehead Region CA
Box 3476
1136 Oliver Rd.
Thunder Bay P7B 5J9
807-344-5857/8/9/50

NORTHEASTERN REGION

Regional Office
Ontario Government Bldgs.
199 Larch St.
Sudbury P3E 5P9
705-675-4104

North Bay - Mattawa CA
Box 1215
North Bay P1B 8K4
705-474-5420

Sault Ste. Marie Region CA
99 Foster Dr., Civic Centre
Sault Ste. Marie P6A 5X6
705-759-5342

Nickel District CA
200 Brady St.
Sudbury P3E 5K3
705-674-5249

NORTHERN REGION

Mattagami Region CA
133 Cedar St. S.
Timmins P4N 2G9
705-264-5309

Regional Sub-Office
60 Wilson Ave.
Timmins P4N 2S7
705-267-1401

SOUTHWESTERN REGION

Regional Office
Box 5463, 659 Exeter Rd.
London N6A 4L6
519-661-2800

Catfish Creek CA
R. R. 5
Aylmer N5H 2R4
519-773-9037

Lower Thames Valley CA
100 Thames St.
Chatham N7L 2Y8
519-354-7310

Essex Region CA
360 Fairview Ave. W.
Essex N8M 1Y6
519-776-5209

Ausable Bayfield CA
Box 2410
Exeter N0M 1S0
519-235-2610

Saugeen Valley CA
R. R. 1
Hanover N4N 3B8
519-364-1255

Upper Thames River CA
Box 6278, Station "D"
London N5W 5S1
519-451-2800

Grey Sauble CA
R. R. 4, Inglis Falls Rd.
Owen Sound N4K 5N6
519-376-3076

Kettle Creek CA
R. R. 8
St. Thomas N5P 3T3
519-631-1270

Long Point Region CA
R. R. 3
Simcoe N3Y 4K2
519-428-4623

St. Clair Region CA
205 Mill Pond Cres.
Strathroy N7G 3P9
519-245-3710

Maitland Valley CA
Box 127
Wroxeter N0G 2X0
519-335-3557

LAND MANAGEMENT BRANCH MNR 17
ACCESS ROADS SECTION
Whitney Block, Rm. 6646
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-5735

The section's activities involve the construction and maintenance of access **roads** and **bridges** to facilitate management and utilization of the province's natural resources on **Crown lands**. The section is responsible for coordination of the access roads component of various programs, such as the **Canada Ontario Forest Resource Development Agreement** (COFRDA) and **Northern Ontario Resources Transportation Committee** (NORTC). The statute which pertains most to resource access is the **Public Lands Act** (Part II). For information about a specific road, contact the regional and district offices listed under the Ministry's Field Organization entries.

LAND MANAGEMENT BRANCH MNR 18
PUBLIC LANDS SECTION
Whitney Block, Rm. 6603
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2743

The Public Lands Section administers the **Public Lands Act**, which is the statutory authority for managing and disposing of rights in **Crown** (public) **lands**, and the **Beds of Navigable Waters Act**.

Public land management involves custodianship and protection of the 87 per cent of Ontario that is Crown land, outside of provincial parks. The section controls land uses and users (e.g., use as cottage lots; **shoreline** use such as installation of **docks** and **boathouses**; commercial, residential and **agricultural** use) and protects land from adverse claims, littering and abuse. In **unorganized territories**, the section provides public garbage disposal facilities and controls development on private lands.

Public land disposition is the granting of rights in Crown land to individuals or corporations for purposes such as cottaging, farming, and commercial or industrial uses, e.g., **water** power. These dispositions are based upon market value as determined by **appraisal**. Crown land needs of other ministries and governments are met through transfer of administration and control of the required sites.

A planning process precedes disposition of Crown lands. For example, **lake** planning is done before **cottage** lots are selected and developed. Public land may be granted for short terms (by various types of leasehold) or permanently (by freehold grant).

The **Land Acquisition Program** ensures the orderly purchase of private **lands** required for various Ministry functions. The section assists in setting acquisition priorities, oversees and approves purchases, and maintains a computerized **statistical** control and data bank of all acquisition proposals. Technical real estate-related assistance, analysis and studies are provided to the various branches and levels of the Ministry, as well as related public and private agencies.

The section gives direction to the 8 regions and 47 districts which comprise the Ministry's field organization, and advises the Minister and senior management on land-related matters.

LAND MANAGEMENT BRANCH MNR 19
FUEL MINERALS SECTION
Whitney Block, Rm. 6641
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-963-1882

The Fuel Minerals Section recommends appropriate policies and legislation to encourage development of indigenous **energy** resources such as oil, gas, peat, lignite and oil shales; underground gas storage; hydrocarbon product storage; and salt solution mining.

These resources are mostly found in Southern Ontario. Operational, **geological**, engineering and inspection services are performed by the Southwestern Regional Office in London within the laboratory, computer and research facilities.

SOUTHWESTERN REGION

Regional Office
Petroleum Resources
659 Exeter Rd.
London N6A 4L6
519-661-2766

LAND MANAGEMENT BRANCH MNR 20
AGGREGATE RESOURCES SECTION
Whitney Block, Rm. 4646
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-3127

The Aggregate Resources Section is responsible for the management of Ontario's **aggregate** resources through the Ministry's regional and district offices. Under the **Pits and Quarries Control Act (P.Q.C.A.)**, over 2,600 pits and quarries are licenced, and over 200 temporary wayside permits are issued each year. The sites, located predominantly in southern Ontario, extract sand, gravel, shale, stone and other non-metallic **minerals** for industrial and construction use. In addition, over 2,000 pits located on Crown land, mainly in northern Ontario, are administered under the **Mining Act**. Aggregate at water's edge or underwater falls under the **Beach Protection Act**. The section administers these Acts, through public and agency review and liaison, for the mutual benefit of all interested parties.

Management of aggregate resources is carried out through resource planning under the Provincial **Mineral Aggregate Resource Policy Statement** (MARPS), policy formulation and development, administration of legislation, rehabilitation studies, and other related research. The section provides interpretation and advice on legislation, policy and rehabilitation to industry, other agencies and the public, as well as support to field staff.

Pits and Quarries Inspectors are designated Ministry personnel assigned to field offices responsible for administering and enforcing the P.Q.C.A. and its regulations. Site inspections are routinely performed from district offices on all licensed and wayside operations.

LAND MANAGEMENT BRANCH MNR 21
TITLES SECTION
Whitney Block, Rm. 6645
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-1319

The **Titles** Section issues Crown leases, **land patents** (Crown patents) and **licences** of occupation. From the land index listing (formerly the **Domesday Book**), information can be provided on land that was formerly **Crown land**. The section also maintains the acreage **tax** roll, and carries out the forfeiture process for patented **mining** lands. All of this data is available at the main office. For information, contact the regional and district offices listed under this Ministry's Field Organization entries.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH MNR 22
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5083
Fax 416-223-6215

The Surveys, Mapping and Remote Sensing Branch provides information in graphical and computerized form about the Ontario land mass. Activities include establishing standards and furnishing services in geodetic and cadastral surveys, topographic mapping, cartography, geographic information, satellite and airborne remote sensing, digital mapping technology and geographic nomenclature. Branch programs are described individually under the entries that follow. Maps are distributed by the Ministry's Public Information Centre, Communications Services Branch (965-6511). District offices, listed under this Ministry's Field Organization entries, can also provide information.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH MNR 23
GEOGRAPHICAL INFORMATION SERVICES
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5086

The Geographical Information Services (GIS) unit is the focus, in the provincial government, for the development of a digital topographic information system and associated technology, the establishment and maintenance of the Provincial **Topographic** Database, and the demonstration of this technology in the public and private sectors. Policy is coordinated for Ministry-wide cartographic services and the government-wide Ontario Basic Mapping program.

Topographic Mapping (733-5090) operates the **Ontario Basic Mapping (OBM)** program which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping, and with municipalities for large-scale urban topographic mapping.

Digital Topographic Database (733-5114) develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

GIS Applications and Technology Transfer (733-5113) undertakes development of pilot digital municipal and resource information systems using GIS technology; provides information on developments in GIS through seminars and newsletters; and conducts demonstrations of GIS technology.

Thematic Mapping (733-5126) prepares the Ministry's coloured thematic **maps**, including territorial, **parks, hunting** and **fishing** maps, coloured brochures and graphics, Ontario's **electoral district** maps, and **geological** maps for the Ontario Geological Survey.

Technology and Standards Development (733-5144) undertakes research and development of geographical referencing concepts and standards.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH MNR 24
SURVEYOR GENERAL
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5085

The Office of the Surveyor General administers the **Surveys Act**, **Surveyors Act** and **Ontario Geographic Names Board Act** and regulations; manages surveying services; and coordinates policy, priorities and development of programs in drafting services, geodetic services, geographic names and legal **survey** activities.

Drafting Services (733-5130) offers support drafting service, including production and maintenance of plans pertaining to land status, to Ministry programs.

Geodetic Services (733-5138) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multi-purpose control survey adjustment and analysis programs (**MANOR**, MANOR V); and installs precise calibration base lines. Under the Surveys Act, **financial assistance** of 50 per cent or a maximum of 20,000 in any one year is provided to **municipalities** undertaking coordinate control surveys.

Geographic Names (733-5110) coordinates geographic name investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

Survey Services (733-5103) examines plans of survey of Crown Land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order in Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. A **library** located at 90 Sheppard Ave. E., 4th Flr., North York is open to the public. Survey Services also prepares instructions for surveyors to make municipal and Crown resurveys under the Surveys Act; arranges public hearings for confirmation of surveys; maintains provincial boundaries; and undertakes legal surveys for the Ministry. Under the Surveys Act, financial assistance of 25 per cent or a maximum of 10,000 per survey in any one year is provided to municipalities undertaking a municipal survey.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH MNR 25
ONTARIO CENTRE FOR REMOTE SENSING
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5066

The **Ontario Centre for Remote Sensing (OCRS)** conducts **technology** development projects and thematic mapping programs related to such fields as forestry, geology, agri-

culture and land use planning, through the analysis of airborne and spaceborne **remote sensing** data (e.g., aerial **photography**, thermography and radar data and satellite multispectral imagery). OCRS headquarters maintains a collection of **LANDSAT** and **SPOT satellite imagery** for Ontario and a literature **library**, both of which may be used by the public. Under a comprehensive technology transfer program, the centre offers information on remote sensing, and consultation on remote sensing research or application projects, to government organizations, private companies and universities/colleges. The centre also subcontracts to Ontario companies to conduct remote sensing application projects in Canada and abroad. Remote sensing training courses are offered to provide "hands-on" experience in the use of a range of remote sensing data. Guest lecturers and other forms of assistance in the teaching of remote sensing are provided to universities.

OUTDOOR RECREATION GROUP

LAW ENFORCEMENT OFFICE MNR 26
Whitney Block, Rm. 3425
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-5661

Located in the Executive Coordinator's office of the Outdoor Recreation Group, the Law Enforcement Office provides assistance and advice to field offices on various law enforcement matters. It is responsible for the development and coordination of all law enforcement training courses, and controls all special investigations.

NATURAL RESOURCES LIBRARY MNR 27
99 Wellesley St. W.
Whitney Block, 4th Flr.
Queen's Park, Toronto M7A 1W3
416-965-6319

The Natural Resources Library at Queen's Park and the **Research Library** in Maple (416-832-2761) hold material related to renewable resources. The libraries serve Ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the Ministry **reading room** to provide public access to manuals and internal procedures used by the Ministry.

OFFICE OF RECREATIONAL BOATING MNR 28
Whitney Block, Rm. 3424
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-3238

The Office of Recreational Boating acts as a source of **information** for the general public on all aspects of **recreational** boating, from **safety** courses to boat **licensing** and regulations. The office also serves as a liaison between the government and marina operators, boat and boat equipment manufacturers, boating organizations and organizations teaching boating safety.

The interministry Committee on Great Lakes Access (ICGLA) reviews proposals for federal harbour developments and provides a coordinated provincial response to the Department of Fisheries and Oceans.

The Interministry **Boating Jurisdiction Committee** (IBJC) discusses issues related to recreational boating to determine the potential for provincial involvement.

FISHERIES BRANCH MNR 29
Whitney Block, 3rd Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-7883

The Fisheries Branch coordinates **fisheries** regulations across the province through preparation, interpretation and legislation. The main office supports and guides regional and district offices by providing: expertise in biology, sociology, economics, computerized data, legislation and administration relating to fisheries management; special services such as program evaluation, priority setting and policy formulation; and planning, programming and auditing of provincial **fish** culture operations to meet the need for resource management and recreational fishing. The main office also assigns production targets and distribution schedules for provincial fish culture stations, and develops and implements policy affecting fish habitat management.

Regional offices are responsible for coordinating delivery of assigned Ministry programs through the Ministry field organization. The offices set regional priorities, allocate resources in accordance with approved policies and programs, and provide support services and management information to the districts.

District offices are responsible for delivery of the fisheries program and enforcement of legislation. They recommend changes in policies, programs or standards. The district offices also provide information on hatcheries and sanctuaries, farm ponds, **permits** and special **licences**, fishing conditions and regulations, open seasons, fish identification and conservation. For a listing of regional and district offices, fish assessment units, fish culture centres and Fisheries Research Stations, Year Round Work Centres, see this Ministry's Field Organization entries.

PROVINCIAL PARKS AND RECREATIONAL AREAS BRANCH MNR 30
Whitney Block, 3rd Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2745

The Provincial Parks and Recreational Areas Branch is responsible for the planning development and management of provincial **parks** and **recreational** areas (canoe routes, **water** access points and trails). The branch ensures that parks planning and development is coordinated with the efforts of other public agencies (federal, provincial and municipal) and the private sector. It also develops and coordinates the **Conservation Land Tax Reduction Program**, which provides **property tax** rebates to the owners of identified conservation land. Provincial parks information and **films** can be obtained from the Ministry's regional and district offices or by writing to this branch. In Toronto, call 965-3081 for parks information and 963-2992 for park vacancy reports in the summer. Residents outside a district office's local calling area can consult the blue pages of their public telephone directory for the toll-free number.

Listed alphabetically below are provincial parks and the corresponding district offices and telephone numbers. See this Ministry's Field Organization entries for the full addresses of the regional and district offices.

Aaron
807-223-3341
(Dryden District)

Algonquin
705-633-5572
(Algonquin Park District)

Arrowhead
705-645-8747
(Bracebridge District)

Awenda
705-728-2900
(Huronia District)

Balsam Lake
705-324-6121
(Lindsay District)

Bass Lake
705-728-2900
(Huronia District)

Batchawana
705-949-1231
(Sault Ste. Marie District)

Blue Lake
807-223-3341
(Dryden District)

Bon Echo
613-354-2173
(Napanee District)

Bonnechere
613-732-3661
(Pembroke District)

Bronte Creek
519-658-9356
(Cambridge District)

Caliper Lake
807-274-5337
(Fort Frances District)

Carillon
613-257-5735
(Carleton Place District)

Carson Lake
613-732-3661
(Pembroke District)

Charleston Lake
613-354-2173
(Napanee District)

Chutes
705-869-1330
(Espanola District)

Craigleith
519-376-3860
(Owen Sound District)

Darlington
705-324-6121
(Lindsay District)

Devil's Glen
705-728-2900
(Huronia District)

Driftwood
613-732-3661
(Pembroke District)

Earl Rowe
705-728-2900
(Huronia District)

Emily
705-324-6121
(Lindsay District)

Esker Lakes
705-642-3222
(Kirkland Lake District)

Fairbank
705-522-7823
(Sudbury District)

Ferris
613-354-2173
(Napanee District)

Finlayson Point
705-569-3622
(Temagami District)

Fitzroy
613-257-5735
(Carleton Place)

Frontenac Park
613-354-2173
(Napanee District)

Fushimi Lake
705-362-4346
(Hearst District)

Greenwater
705-272-4365
(Cochrane District)

Grundy Lake
705-746-4201
(Parry Sound District)

Halfway Lake
705-522-7823
(Sudbury District)

Inverhuron
519-376-3860
(Owen Sound District)

Ipperwash
519-357-3131
(Wingham District)

Ivanhoe Lake
705-864-1710
(Chapleau District)

John E. Pearce
519-773-9241
(Aylmer District)

Kakabeka Falls
807-475-1511
(Thunder Bay District)

Kap-Kig-Iwan
705-642-3222
(Kirkland Lake District)

Kettle Lakes
705-267-7951
(Timmins District)

Killarney
705-522-7823
(Sudbury District)

Killbear
705-746-4201
(Parry Sound District)

Klotz Lake
807-854-1030
(Geraldton District)

Lady Evelyn Smoothwater
705-569-3622
(Temagami District)

Lake Nipigon
807-887-2120
(Nipigon District)

Lake of the Woods
807-274-5337
(Fort Frances District)

Lake on the Mountain
613-354-2173
(Napanee District)

Lake St. Peter
613-332-3940
(Bancroft District)

Lake Superior
705-856-2396
(Wawa District)

Long Point
519-426-7650
(Simcoe District)

MacGregor Point
519-376-3860
(Owen Sound District)

MacLeod
807-854-1030
(Geraldton District)

Mara
705-728-2900
(Huronia District)

Mark S. Burnham
705-324-6121
(Lindsay District)

Marten River
705-474-5550
(North Bay District)

Mattawa River
705-474-5550
(North Bay District)

McRae Point
705-728-2900
(Huronia District)

Middle Falls
807-475-1511
(Thunder Bay District)

Mikisew
705-645-8747
(Bracebridge District)

Missinaibi Lake
705-864-1710
(Chapleau District)

Mississagi
705-356-2234
(Blind River District)

Murphys Point Park
613-257-5735
(Carleton Place)

Nagagamisis
705-362-4346
(Hearst District)

Neys
807-825-3205
(Terrace Bay District)

North Beach
613-354-2173
(Napanee District)

Oastler Lake
705-746-4201
(Parry Sound District)

Obatanga
705-856-2396
(Wawa District)

Ojibway
807-737-1140
(Sioux Lookout District)

Ojibway Prairie Nature Reserve
519-354-7340
(Chatham District)

Ouimet Canyon
807-475-1511
(Thunder Bay District)

Pakwash
807-727-2253
(Red Lake District)

Pancake Bay
705-949-1231
(Sault Ste. Marie District)

Peters Woods Nature Reserve
705-324-6121
(Lindsay District)

Petroglyphs
613-332-3940
(Bancroft District)

The Pinery
519-357-3131
(Wingham District)

Point Farms
519-357-3131
(Wingham District)

Polar Bear
705-336-2987
(Moosonee District)

Port Bruce
519-773-9241
(Aylmer District)

Port Burwell
519-773-9241
(Aylmer District)

Presqu'ile
613-354-2173
(Napanee District)

Quetico
807-597-6971
(Atikokan District)

Rainbow Falls
807-825-3205
(Terrace Bay District)

Rene Brunelle
705-335-6191
(Kapuskasing District)

Restoule
705-474-5550
(North Bay District)

Rideau River
613-257-5735
(Carleton Place)

Rock Point
416-892-2656
(Niagara District)

Rondeau
519-354-7340
(Chatham District)

Rushing River
807-468-9841
(Kenora District)

Samuel de Champlain
705-474-5550
(North Bay District)

Sandbanks
613-354-2173
(Napanee District)

Sandbar Lake
807-934-2233
(Ignace District)

Sauble Falls
519-376-3860
(Owen Sound District)

Selkirk
519-426-7650
(Simcoe District)

Serpent Mounds
705-324-6121
(Lindsay District)

Sharbot Lake
613-257-5735
(Carleton Place District)

The Shoals
705-864-1710
(Chapleau District)

Sibbald Point
416-832-2761
(Maple District)

Sibley
807-475-1511
(Thunder Bay District)

Silent Lake
613-332-3940
(Bancroft District)

Silver Lake
613-257-5735
(Carleton Place)

Sioux Narrows
807-468-9841
(Kenora District)

Six Mile Lake
705-728-2900
(Huronia District)

Springwater
705-728-2900
(Huronia District)

Sturgeon Bay
705-746-4201
(Parry Sound District)

Tidewater
705-336-2987
(Moosonee District)

Trillium Woods Nature Reserve
519-773-9241
(Aylmer)

Turkey Point
519-426-7650
(Simcoe District)

Wakami Lake
705-864-1710
(Chapleau District)

Wasaga Beach
705-728-2900
(Huronia District)

Wheatley
519-354-7340
(Chatham District)

White Lake
705-856-2396
(Wawa District)

Windy Lake
705-522-7823
(Sudbury District)

Winisk River
807-854-1030
(Geraldton District)

Woodland Caribou
807-727-2253
(Redlake District)

PROVINCIAL PARKS COUNCIL MNR 31
2450 McDougall St.
Windsor N8X 3N6
519-255-6731

The Council is a citizen's advisory committee which advises the Minister of Natural Resources on policy, planning, development and management of Ontario provincial **parks** in relation to changing public needs. The Chairman of the Council, Mr. Lloyd Burridge, may be contacted at the above address. The Coordinator, who is responsible for the Ministry's involvement with the Council, is located at the Parks and Recreational Areas Branch at the following address:

Whitney Block, Rm. 3328
Queen's Park, Toronto M7A 1W3
416-965-2745

WILDLIFE BRANCH MNR 32
Whitney Block, 4th Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-4252

In accordance with the Game and Fish Act and the Endangered Species Act, the Wildlife Branch manages Ontario's **wildlife** resource programs, including habitat. The branch also develops and recommends programs to manage wildlife, including **moose, deer, bear**, upland **game, waterfowl, furbearers**, non-game and **endangered species**, and all flora and fauna excluding fish. Hunter participation and harvest are measured, and **hunting** seasons are developed. The Research Section at Maple, listed below, conducts **research** on wildlife ecology, diseases, and species and animal behaviour.

Wildlife Research
10401 Dufferin St.
Maple L0J 1E0
416-832-7111

The Program Development Section develops policy and management programs for wildlife species, and coordinates wildlife management efforts across the province. Staff maintain liaison with other provinces, the federal government, and other countries to manage species of national or international significance.

The Central Wildlife Services Section coordinates regulatory and statutory recommendations; issues **Convention on International Trade and Endangered Species (CITES) export** permits; administers the provincial **fur** management program, including the **trapper education** program (965-3345) and the hunter education program (965-4252); **certifies** hunter education instructors; and coordinates training courses for Ministry hunting licence examiners. **Wildlife Surveys and Records** (965-8945) verifies lost hunting **licences** and hunter examination certificates, and carries out surveys of hunters and public interest in wildlife.

The Wildlife Extension Development Section administers the **Community Wildlife Involvement Program** and **Project WILD**, a teacher education program; provides education and information services on other branch programs; maintains liaison with user and special interest groups; monitors land use patterns; works with landowners to facilitate

private land management for wildlife; and interprets wildlife management and use to the public.

Wildlife staff members are located in Ministry district offices throughout the province to provide local services such as: wildlife law enforcement; advice on nuisance wildlife control; licensing of trappers, hunter education instructors, hunters and other persons requiring permits for activities involving wildlife; and information on hunting and other wildlife-based recreational opportunities. District offices are listed under this Ministry's Field Organization entries.

Branch publications, which are available from the Public Information Centre, 1st Floor, Whitney Block (965-4251) and district offices, include hunter education and reference manuals, hunting and trapping regulations, wildlife management, beaver, deer and moose management, Ontario **turtles**, wolves and coyotes, vegetation management for wildlife, and **ducks** or waterfowl identification.

FIELD ORGANIZATION

FIELD ORGANIZATION MNR 33

The Ministry of Natural Resources is organized functionally and geographically so that operational decision-making is as close as possible to the program delivery level. For administrative purposes, Ontario is divided into eight regions and 47 districts. The district managers, regional directors and two field Assistant Deputy Ministers serve the public and local area interests by implementing the Ministry's Land Management, Outdoor Recreation and Forest Resources programs (described separately). These programs cover minerals management, fish and wildlife, forest management, public lands and waters, provincial parks, and fuel and industrial minerals management.

The main thrust of program delivery is in the Ministry's district offices, where management and use of natural resources takes place with consideration for local requirements. District managers and staff prepare local program strategies (e.g., land use planning), and integrate individual resource plans that are consistent with the district strategy. Each district manager is responsible to the appropriate regional director for all activities assigned to the district.

Regional offices are organized into functional units headed by specialists responsible for providing advice and support to the districts. In some instances, such as conservation authorities, engineering and administrative services, the regional office is also the delivery point for Ministry programs.

The principal role of the regional director and staff is to direct and coordinate district activities by establishing regional priorities and allocating appropriate resources; setting program standards, and auditing to ensure that standards are met; developing and overseeing implementation of training programs; and providing specialized advice and support services. In addition, the regional director and staff recommend annual work plans to the Assistant Deputy Ministers, and identify areas where policy is required or needs to be modified.

Program management, coordination of policy, and delivery of services across Northern and Southern Ontario are the responsibility of two field Assistant Deputy Ministers. They convey the opinions of field staff to the Deputy Minister through their membership on senior management committees.

For the locations of regional, district and other offices, see the following entries: Field Organization, Northern Ontario, and Field Organization, Southern Ontario.

ASSISTANT DEPUTY MINISTER - NORTHERN ONTARIO

FIELD ORGANIZATION MNR 34
Ontario Government Bldg.
435 James St. S., P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1271
(When in Toronto: Rm. 6346, Whitney Block
416-965-7783)

The four northern regional directors and the Aviation and Fire Management Centre director report to the Assistant Deputy Minister of Northern Ontario. Each regional office is listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

NORTH CENTRAL REGION

Regional Office
Ontario Government Building
P. O. Box 5000
435 James St. S.
Thunder Bay "F" P7C 5G6
807-475-1261

District Offices

108 Saturn Ave.
Atikokan P0T 1C0
807-597-6971

Box 640
Geraldton P0T 1M0
807-854-1030

Box 970
Nipigon P0T 2J0
807-887-2120

P. O. Box 280
Terrace Bay P0T 2W0
807-825-3205

Ontario Government Building
P. O. Box 5000
435 James St. S.
Thunder Bay "F" P7C 5G6
807-475-1511

Year Round Work Centres

Armstrong Satellite Base
P. O. Box 69
Armstrong P0T 1A0
807-583-2364
(Nipigon District)

Nym Lake Base
Atikokan P0T 1C0
807-597-2734
(Atikokan District)

Macdiarmid Satellite Base
P. O. Box 120
Beardmore P0T 1G0
807-885-5521
(Nipigon District)

Geraldton Fire Centre
P. O. Box 640
Geraldton P0T 1M0
807-854-1600

Manitouwadge
Box 309
Manitouwadge P0T 2C0
807-826-3225
(Terrace Bay District)

Nakina Office
23 Kingsland
Nakina P0T 2H0
807-329-5251
(Geraldton District)

Shebandowan Headquarters
P. O. Box 43
Shebandowan P0T 2T0
807-926-2182
(Thunder Bay District)

Fisheries Research Productivity Unit
P. O. Box 2089
Spruce River Rd.
Thunder Bay P7B 5E7
807-683-6232

Fisheries Research Walleye Unit
Ontario Government Bldg.
435 James St. S.
Thunder Bay P7C 5G6
807-475-1636

Northern Forest Research Unit
P. O. Box 2960
Dawson Rd.
Thunder Bay P7B 5G5
807-767-1607

Regional Fire Centre
1580 W. Arthur St.
Thunder Bay P7C 5G6
807-475-1409

Thunder Bay District Fire Centre
P. O. Box 5000
1580 W. Arthur St.
Thunder Bay P7C 5G6
807-475-1415

Thunder Bay Service Centre
P. O. Box 5000
1580 W. Arthur St.
Thunder Bay P7C 5G6
807-475-1645

Upsala Headquarters
Upsala P0T 2Y0
807-986-2339
(Thunder Bay District)

Fisheries Assessment Unit

Lake Superior
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1635

Fish Culture Station

Dorion
Dorion P0T 1K0
807-857-2322
(Thunder Bay Region)

Nurseries

Thunder Bay Nursery
Thunder Bay Forest Station
R. R. 1
Thunder Bay P7C 4T9
807-939-2561

NORTHEASTERN REGION

Regional Office
Provincial Government Bldg.
199 Larch St.
Sudbury P3E 5P9
705-675-4120

District Offices

62 Queen St., Box 190
Blind River P0R 1B0
705-356-2234

Box 1340, 148 Fleming St.
Espanola P0P 1C0
705-869-1330

Box 3070, R. R. 3, Hwy. 63
North Bay P1B 8K7
705-474-5550

875 Queen St. E.
Sault Ste. Marie P6A 5L5
705-949-1231

P. O. Box 3500, Station "A"
Sudbury P3A 4S2
705-522-7823

Box 38, Lakeshore Dr.
Temagami P0H 2H0
705-569-3622

Highway 101, Box 1160
Wawa P0S 1K0
705-856-2396

Year Round Work Centres

Powassan
Box 208
Powassan P0H 1Z0
705-724-2007
(North Bay District)

Kirkwood Office
P. O. Box 310
Thessalon P0R 1L0
705-842-2434
(Blind River District)

Cold Storage Warehouse
P. O. Box 1160, Hwy 101
Wawa P0S 1K0
705-856-7041

Fisheries Assessment Unit

Nipissing
P. O. Box 3070
North Bay P1B 8K7
705-474-5550

Fish Culture Stations

Sandfield
Box 10, R. R. 3
Manitoulin Island P0P 2C0
705-859-3370
(Espanola District)

North Bay
R. R. 1
Redbridge P0H 2A0
705-663-2311

Tarentorus
R. R. 5
Sault Ste. Marie P6A 6J8
705-949-1235

Nurseries

Kirkwood Nursery
Box 310
Thessalon P0R 1L0
705-842-2345

NORTHERN REGION

Regional Office
Box 3000
140 Fourth Ave.
Cochrane P0L 1C0
705-272-4287

Regional Sub-Office
60 Wilson Ave.
Timmins P4N 2S7
705-267-1401

District Offices

P. O. Box 450
190-192 Cherry St.
Chapleau P0M 1K0
705-864-1710

Box 730
2 Third Ave.
Cochrane P0L 1C0
705-272-4365

P. O. Box 129
Gogama P0M 1W0
705-894-2000

Box 670
631 Front St.
Hearst P0L 1N0
705-362-4346

6 Government Rd.
Kapuskasing P5N 2W4
705-335-6191

Resident Geologist
4 Government Rd. E.
Kirkland Lake P2N 1A2
705-567-5242

Box 190
Moosonee P0L 1Y0
705-336-2987

Box 129
Swastika P0K 1T0
705-642-3222
(Kirkland Lake District)

896 Riverside Dr.
Timmins P4N 3W2
705-267-7951

Year Round Work Centres

Elk Lake Sub-Office
P. O. Box 100
Elk Lake P0K 1G0
705-678-2241

Englehart Sub-Office
P. O. Box 520
Englehart P0J 1H0
705-544-2331

Hornepayne
P. O. Box 429
Hornepayne P0M 1Z0
807-868-2303
(Hearst District)

Matheson Sub-Office
P. O. Box 609
Matheson P0K 1N0
705-273-2546
(Kirkland Lake District)

Regional Service Centre
R. R. 2
Timmins P4N 7C3
705-268-2600

Fish Culture Station

Hills Lake
R. R. 2
Englehart P0J 1H0
705-544-2834
(Kirkland Lake District)

Nurseries

Chapleau Nursery
190 Cherry St., P. O. Box 450
Chapleau P0M 1K0
705-864-1717

Gogama Nursery
Gogama P0M 1W0
705-894-2000

Swastika Nursery
P. O. Box 129
Swastika P0K 1T0
705-567-3372

NORTHWESTERN REGION

Regional Office
810 Robertson St.
Box 5160
Kenora P9N 3X9
807-468-3111

District Offices

Box 730
Dryden P8N 2Z4
807-223-3341

922 Scott St.
Fort Frances P9A 1J4
807-274-5337

Box 448
Ignace P0T 1T0
807-934-2233

Box 5080
Kenora P9N 3X9
807-468-9841

Mining Recorder
P. O. Box 5050
Kenora P9N 3X9
807-468-9841

Box 5003
Red Lake P0V 2M0
807-727-2253

Resident Geologist
Box 5003
Red Lake P0V 2M0
807-727-3272

Mining Recorder
P. O. Box 324
Red Lake P0V 2M0
807-727-3272

Box 309
Sioux Lookout P0V 2T0
807-737-1140

Resident Geologist
Box 3000
Sioux Lookout P0V 2T0
807-737-2039

Mining Recorder
P. O. Box 3000
Sioux Lookout P0V 2T0
807-737-2034

Year Round Work Centres

Fire Management Centre
P. O. Box 850
Dryden P8N 2Z5
807-937-4402

Pickle Lake Satellite Base
Pickle Lake P0V 3A0
807-928-2470
(Sioux Lookout District)

Fort Frances Sub-Office
P. O. Box 7
Rainy River P0W 1L0
807-852-3801
(Fort Frances District)

Sioux Lookout Fire Centre
Box 309
Sioux Lookout P0V 2T0
807-737-1140

Fisheries Assessment Unit

Lake of the Woods
808 Robertson St.
P. O. Box 5080
Kenora P9N 3X9
807-468-9841

Nursery

Wabigoon Nursery
P. O. Box 90
Wabigoon P0V 2W0
807-938-6326

AVIATION AND FIRE MANAGEMENT CENTRE MNR 35
747 Queen St. E., P. O. Box 310
Sault Ste. Marie P6A 5L8
705-942-1800

The Centre coordinates the operation and maintenance of the provincial fleet of **aircraft** for **forest fire** suppression, resources management, aerial **surveys**, aerial **photography**, mercy flights, search and rescue missions, and transportation. Fire management planning is organized by the Centre. In company with the regions, it coordinates provincial fire management operations, **research** and development of forest fire equipment and systems, forest fire fighter training, and a provincial fire prevention program. The Centre also establishes interprovincial and international agreements; cooperates with municipalities, railway and forest industries on forest fire prevention and control; manages a provincial **telecommunications** network consisting of radio systems serving all major Ministry programs, including forest fire control and aircraft communications; and organizes research and development of telecommunications equipment and systems. Each regional office has an aviation and fire management program manager working in conjunction with the Centre. It also has a flight operations office in Malton (P. O. Box 189, Mississauga L4T 3B6, 416-678-1173).

ASSISTANT DEPUTY MINISTER-SOUTHERN ONTARIO

FIELD ORGANIZATION MNR 36
Maple L6A 1S9
416-832-7193
(When in Toronto: Rm. 6342, Whitney Block
416-965-7783)

The four southern regional directors report to the Assistant Deputy Minister of Southern Ontario. Each regional office is listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. The Petroleum Resources Program, described in a separate entry, is administered by the Southwestern Regional Office. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

ALGONQUIN REGION

Regional Office
Box 9000
Brendale Square
Huntsville P0A 1K0
705-789-9611

Leslie M. Frost
Natural Resources Centre
Dorset P0A 1E0
705-766-2451

Construction Depot Huntsville
Box 9000
Huntsville P0A 1K0
705-789-9611

District Offices

Box 500
Bancroft K0L 1C0
613-332-3940
(Bancroft District)

Box 1138
Bracebridge P0B 1C0
705-645-8747
(Bracebridge District)

General Delivery
Minden K0M 2K0
705-286-1521
(Minden District)

7 Bay St.
Parry Sound P2A 1S4
705-746-4201
(Parry Sound District)

Riverside Dr., Box 220
Pembroke K8A 6X4
613-732-3661
(Pembroke District)

Box 219
Whitney K0J 2M0
613-637-2780
(Algonquin Park District)

Year Round Work Centres

Portage Lake
Site 5, Box 4, R. R. 1
Britt P0G 1A0
705-383-2303
(Parry Sound District)

Dacre
Dacre K0J 1N0
613-649-2418
(Pembroke District)

Round Lake
R. R. 5
Killaloe K0J 2A0
613-757-2507
(Pembroke District)

Palmer Rapids
Palmer Rapids K0J 2E0
613-758-2020
(Pembroke District)

Parry Sound
7 Bay St.
Parry Sound P2A 1S4
705-746-4201
(Parry Sound District)

Algonquin Park Museum
Box 219
Whitney K0J 2M0
705-633-5592
(Algonquin Park District)

Fisheries Assessment Units

Haliburton-Hastings
Box 500
Bancroft K0L 1C0
613-332-3940

Algonquin
P. O. Box 219
Whitney K0J 2M0
613-637-2780
(Algonquin Park District)

Fish Culture Stations

Pembroke
Laurentian Dr.
Petawawa K8H 2Z1
613-687-5935
(Pembroke District)

Skeleton Lake
R. R. 1
Utterson P0B 1M0
705-769-3731
(Bracebridge District)

CENTRAL REGION

Regional Office
10670 Yonge St.
Richmond Hill L4C 3C9
416-884-9203

District Offices

Box 2186, Beaverdale Rd.
Cambridge N3C 2W1
519-658-9355
(Cambridge District)

Hwy 20 W., Box 1070
Fonthill L0S 1E0
416-892-2656
(Niagara District)

Ontario Government Bldg.
322 Kent St. W.
Lindsay K9V 4T7
705-324-6121
(Lindsay District)

10401 Dufferin St.
Maple L6A 1S9
416-832-2761
(Maple District)

Midhurst L0L 1X0
705-728-2900
(Huronia District)

Year Round Work Centres

Earl Rowe Provincial Park
Box 966
Alliston L0M 1A0
705-435-4331
(Huronia District)
(Camping & day use
Seasonal Conservation Officer
Headquarters year round)

Bronte Creek Provincial Park
1219 Burloak Dr., R. R. 2
Burlington L7R 3X5
416-335-0023
(Cambridge District)
(Day use facilities)

Ganaraska Forest
R. R. 1
Campbellcroft L0A 1B0
416-797-2959
(Lindsay District)

Copeland Forest Resource Management Unit
c/o Springwater Provincial Park
Midhurst L0L 1X0
705-728-7393
(Huronia District)

Springwater Provincial Park
Midhurst L0L 1X0
705-728-7393
(Huronia District)
(Day use Facilities)

Wildlife Compound
Midhurst L0L 1X0
705-728-7393
(Huronia District)

Tiny/Wye Marsh
Wildlife Areas, Box 613
Midland L4R 4L3
705-322-2200
(Huronia District)

Bass Lake Provincial Park
P. O. Box 2178
Orillia L3V 6S1
705-326-7054
(Huronia District)
(Camping & day use
Seasonal Conservation Officer
Headquarters year round)

Northumberland Forest
R. R. 4
Roseneath K0K 2X0
416-349-2779
(Lindsay District)

York Regional Forest Headquarters
R. R. 3
Stouffville L4A 7X4
416-473-2160
(Maple District)

Wasaga Beach Provincial Park
P. O. Box 183
Wasaga Beach L0L 2P0
705-429-2516
(Huronia District)
(Day use Facilities)

Fisheries Assessment Units

Kawartha
322 Kent St. W.
Lindsay K9V 2Z9
705-324-6121
(Lindsay District)

Lake Ontario
10670 Yonge St.
Richmond Hill L4C 3C9
416-883-3232

Lake Simcoe
Sibbald's Point Provincial Park
R. R. 2
Sutton West L0E 1R0
416-722-5512
(Maple District)

Fish Culture Station

Harwood
Box 79
Harwood K0K 2N0
416-342-2860
(Lindsay District)

Deer Lake
R. R. 1
Havelock K0L 1Z0
705-778-3391
(Lindsay District)

Ringwood
R. R. 2
Stouffville L4A 7X3
416-640-6204
(Maple District)

Nurseries

Ontario Tree Seed Plant
P. O. Box 70
Angus L0M 1B0
705-424-5311

Midhurst Nursery
Midhurst L0L 1X0
705-728-2900

Orono Nursery
P. O. Box 119
Orono L0B 1M0
416-983-9147

EASTERN REGION

Regional Office
Provincial Government Bldg.
Concession Rd.
Kemptville K0G 1J0
613-258-8215

District Offices

P. O. Box 605
Oxford Avenue
Brockville K6V 5V8
613-342-8524
(Brockville District)

10 Findlay Ave.
Carleton Place K7C 3Z6
613-257-5735
(Carleton Place District)

113 Amelia St., Box 1749
Cornwall K6H 5V7
613-933-1774
(Cornwall District)

1 Richmond Blvd.
Napanee K7R 3S3
613-354-2173
(Napanee District)

23 Spring St.
P. O. Box 70
Tweed K0K 3J0
613-478-2330
(Tweed District)

Year Round Work Centres

Larose Forest Headquarters
P. O. Box 10
Bourget K0A 1E0
613-487-2100
(Cornwall District)

Limerick Forest Headquarters
R. R. 2
Oxford Station K0G 1T0
613-258-3151
(Brockville District)

Glenora Research Station
R. R. 4
Picton K0K 2T0
613-476-2400
(Napanee District)

White Lake
R. R. 2
Sharbot Lake K0H 2P0
613-335-2115
(Tweed District)

Tweed Warehouse and Fire Complex
Hungerford Rd.
Tweed K0K 3J0
613-478-2330
(Tweed District)

Fish Culture Stations

R. R. 2
Codrington K0K 1R0
613-475-2512
(Napanee District)

Nurseries

G. Howard Ferguson
R. R. 4
Kemptville K0G 1J0
613-238-7326 (Ottawa line)
613-258-8355

SOUTHWESTERN REGION

Regional Office
659 Exeter Rd., P. O. Box 5463
London N6A 4L6
519-661-2800

District Offices

353 Talbot St. W., Box 940
Aylmer N5H 2S8
519-773-9241
(Alymer District)

1023 Richmond St. W.
Chatham N7M 5L8
519-354-7340
(Chatham District)

611-9th Ave. E.
Owen Sound N4K 3E4
519-376-3860
(Owen Sound District)

548 Queensway W.
P. O. Box 706
Simcoe N3Y 4T2
519-426-7650
(Simcoe District)

R. R. 5
Wingham N0G 2W0
519-357-3131
(Wingham District)

Year Round Work Centres

Hullett Wildlife Management Area
R. R. 4
Clinton N0M 1L0
519-482-7011
(Wingham District)

Kilworth Division Office
R. R. 3
London N6A 4B7
519-472-0820
(Aylmer District)

Petroleum Resources Laboratory
659 Exeter Rd., P. O. Box 5463
London N6A 4L6
519-661-2796

Petrolia Detachment Office
P. O. Box 1379
360 Centre St.
Petrolia N0N 1R0
519-882-0502
(Chatham District)

Lake Erie Assessment Sub Station
Box 429
Port Dover N0A 1N0
519-583-0981
(Simcoe District)

Fisheries Research Station
R. R. 2
Wheatley N0P 2P0
519-825-4171
(Chatham District)

Wheatley Law Enforcement
R. R. 2
Wheatley N0P 2P0
519-825-7120

Fish Culture Stations

Chatsworth
R. R. 2
Chatsworth N0H 1G0
519-794-2340
(Owen Sound District)

Normandale
R. R. 1
Vittoria N0E 1W0
519-426-3142
(Simcoe District)

Fisheries Assessment Units

Lake Huron
611 Ninth Ave. E.
Owen Sound N4K 3E4
519-376-6531
(Owen Sound District)

Lake St. Clair
R. R. 2
Tilbury N0P 2L0
519-682-1152
(Chatham District)

Lake Erie
R. R. 2
Wheatley NOP 2P0
519-825-4623
(Chatham District)

Nurseries

St. Williams Nursery
R. R. 1
St. Williams N0E 1P0
519-586-3576

PETROLEUM RESOURCES PROGRAM MNR 37
659 Exeter Rd., Box 5463
London N6A 4L6
519-661-2766

The **Petroleum Resources Act**, which is administered by the Ministry's Southwestern Regional Office, regulates exploration, **drilling** and production of **oil** and **natural gas** on land and offshore in the **Great Lakes**. The office issues **permits** to drill **petroleum wells**, and **licences** to operate drilling rigs, lease oil and gas rights, and conduct exploration **surveys**. A computerized petroleum well data system provides engineering and geological data on petroleum wells and pools. **Maps** showing petroleum well locations and status are also available. The office investigates inquiries regarding unsafe or uncontrolled flowing wells and brine spills. Historical records of geophysical logs and samples of petroleum wells previously drilled in Ontario are available to the public from the Petroleum Resources Section, 659 Exeter Rd., London (519-661-2796). Inquiries regarding

specific wells may be directed to Petroleum Resources Inspectors at the Simcoe and Chatham district offices, listed under the Ministry's Field Organization, Southern Ontario entry.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Natural Resources are listed below. Contact the Financial Resources Branch for unlisted agencies. Conservation Authorities are listed under the Conservation Authorities and Water Management Branch entry.

ALGONQUIN FORESTRY AUTHORITY — MNR 38

222 Main St. W.
P. O. Box 1198
Huntsville P0A 1K0
705-789-9647

The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The Authority has been assigned the task of ensuring the viability of the local **forest** industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover which satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the Authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

The Authority has an office in Pembroke, listed below.

Algonquin Forestry Authority
Area Supervisor
84-6 Isabella St., Box 786
Pembroke K8A 5S5
613-735-0173

MINING AND LANDS COMMISSIONER — MNR 39

Box 330, 24th Flr.
700 Bay St.
Toronto M5G 1Z6
416-965-1824

The Mining and Lands Commissioner exercises administrative and judicial duties under the **Mining Act** and the **Beach Protection Act**, and duties of the Minister of Natural Resources assigned by regulation. Examples of such jurisdiction are extension orders, granting of relief from forfeiture, disputes, hearing of appeals, **easements** and vesting orders. Application forms and supporting abstracts for applications for extension orders and **licence** renewals may be obtained from one of the nine mining recorders, listed under the Ministry of Northern Development and Mines. Other applications should be made through the Mining and Lands Commissioner, at the above address. Notices of appeal under the Mining Act must be filed with the mining recorders. Where practicable, hearings are arranged in local court houses.

ACTS

ACTS MNR 40

The Ministry of Natural Resources is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
An Act to Confirm the Title of the Government of Canada to Certain Lands and Indian Lands, 1915
An Act for the Settlement of Certain Questions Between the Governments of Canada and Ontario Respecting Indian Reserve Lands, 1891
Arboreal Emblem Act, 1984
Beach Protection Act
Beds of Navigable Waters Act
Boating Restriction Regulations
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act, 1988
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Act (Canada-Ontario Fishery Regulations)
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Indian Lands Act 1924
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Pits and Quarries Control Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act

Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Wild Rice Harvesting Act
Wilderness Areas Act
Wolf Damage to Livestock Compensation Act
Woodlands Improvement Act
Woodmen's Employment Act
Woodmen's Lien for Wages Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

10 Wellesley St. E.
Toronto M4Y 1G2

The Ministry of Northern Development and Mines was established in November, 1985 from the former Ministry of Northern Affairs and the Division of Mines and Minerals (except aggregates), which was transferred from the Ministry of Natural Resources.

The Ministry's primary mandate is two-fold: to meet the special needs of Northern Ontario by encouraging its economic and social development and coordinating other ministries' northern policies and programs; and to promote and regulate the development and use of the province's mineral resources.

The Ministry consists of three divisions: the Corporate Services Division, the Northern Development and Transportation Division and the Mines and Minerals Division.

A network of Northern Development Offices, located in some 30 communities throughout Northern Ontario, provides information and assistance to individuals dealing with provincial government ministries, and works with local people, communities, and other government agencies to identify, develop and initiate a wide variety of local social and economic development projects.

Three regional offices of the Mines and Minerals Division administer a network of 15 Resident Geologist offices, seven Drill Core Libraries, nine Mining Recorder offices and the Temiskaming Testing Laboratory.

Two Agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation is a $360 million government initiative with a mandate to assist small businesses, single-industry communities, new technology and special projects; the Ontario Northland Transportation Commission is a development agency which operates rail, bus, air and marine service in Northern Ontario.

CORPORATE SERVICES DIVISION

MINISTRY RELOCATION PROJECT NDM 1
56 Wellesley St. W., 2nd Flr.
Toronto M7A 2B7
416-963-3028

On July 30, 1986, the Premier announced the relocation of the Ministry of Northern Development and Mines to Sudbury; subsequently the Ministry Relocation Project was established.

It is responsible for planning and implementing all aspects of the project, including design and construction of new facilities, staff information and **counselling**, and the physical transfer of staff and offices.

LEGAL SERVICES NDM 2
56 Wellesley St. W., 3rd Flr.
Toronto M7A 2B7
416-963-3272

This office provides legal services to the Ministry of Northern Development and Mines, and is responsible to the Ministry of the Attorney General.

CORPORATE PLANNING SECRETARIAT NDM 3
10 Wellesley St. E., 9th Flr.
Toronto M4Y 1G2
416-965-1669

The Secretariat provides corporate policy advice to the Minister of Northern Development, the Minister of Mines, and the Deputy Minister of Northern Development and Mines. Responsibilities include coordinating the Ministry's policy development and corporate planning processes; designing and managing the strategic, program and operational planning processes; and maintaining liaison between the Ministry, central agencies and other levels of government.

HUMAN RESOURCES BRANCH NDM 4
56 Wellesley St. W., 2nd Flr.
Toronto M7A 2B7
416-963-3092

The Human Resources Branch performs **personnel** functions for the Ministry in the areas of staff relations, classification, pay administration, **employee** benefits, staffing, health and safety, **employment equity**, youth employment, training and development and employee counselling.

COMMUNICATIONS SERVICES BRANCH NDM 5
56 Wellesley St. W., 2nd Flr.
Toronto M7A 2B7
416-965-7577

The Communications Services Branch informs the public, client groups and the news media about the Ministry's activities; establishes communications policy for the Ministry; advises other branches on communications issues; and provides support to the Minister and the Deputy Minister. Activities include: media liaison, answering public inquiries, advertising, and producing and distributing publications, news releases and audio-visual materials. The branch is also responsible for such major undertakings as **Ontario North Now** at Ontario Place, and Ministry participation in the Sportsmen and Ski shows held in Toronto each year. Information officers are also located in Sudbury and Thunder Bay.

FINANCIAL SERVICES BRANCH NDM 6
10 Wellesley St. E., 8th Flr.
Toronto M4Y 1G2
416-965-1417

The branch provides financial management services to the Ministry by developing expenditure plans and preparing annual estimates for programs and administrative budgets. Activities include maintaining in-year financial control by monitoring project approvals and expenditures against approved budgets of various programs and activities; approving and initiating payment requisitions; and coordinating the provision of financial and general **accounting** services within the Ministry.

AUDIT SERVICES NDM 7
10 Elm St., 3rd Flr.
Sudbury P3C 5N3
705-675-4395

Audit Services performs internal audit functions, such as reviewing and appraising the Ministry's financial and management control systems, and ascertaining compliance with Ministry and government policies and procedures.

INFORMATION TECHNOLOGY AND OFFICE SERVICES BRANCH NDM 8

Information Technology Section
56 Wellesley St. W., 16th Flr.
Toronto M7A 2B7
416-965-8772

Administrative Services Section
10 Wellesley St. E., 8th Flr.
Toronto M4Y 1G2
416-965-1417

The Administrative Services Section of the branch is responsible for accommodation, purchasing, vehicle fleet management, **records management** and various office services. The section also operates a **library** dealing specifically with Northern Ontario, and a **reading room** which, in accordance with the government's freedom of information policy, provides public access to Ministry publications, statutes and some manuals and internal procedures.

The Information Technology Section directs and controls the implementation of information **technology** throughout the Ministry to ensure effective utilization.

FRENCH LANGUAGE SERVICES NDM 9
10 Elm St., 3rd Flr.
Sudbury P3C 1G2
705-675-4395

This office coordinates implementation of the government's French Language Services Act, with the Ministry and its agencies.

It serves as a link between the francophone community and the Ministry. The office of the coordinator also advises the Ministry on ways to meet the needs of the francophone community.

SERVICES EN FRANÇAIS

Ce bureau met en oeuvre l'implantation de la Loi de 1986 sur les services en français auprès du ministère et de ses agences.

Il sert de lien entre la communauté francophone et le ministère. Le bureau de coordonnateur fait aussi des recommandations au ministère sur les moyens de répondre aux besoins de la population francophone de l'Ontario.

NORTHERN DEVELOPMENT AND TRANSPORTATION DIVISION

NORTHERN DEVELOPMENT OFFICER PROGRAM NDM 10

The Northern Development Officer (NDO) Program includes a network of 29 "storefront" offices, each staffed by an officer and clerical assistant, located in communities throughout Northern Ontario. The Northern Development Officers, who make regular visits to approximately 40 satellite communities, act as contact points for government and attempt to solve problems for people removed from service points. In many cases, an Officer's task is to function as a coordinator; in others, it is to point the client to the appropriate government contact. Responsibilities include serving as an official agent for other ministries' programs and as the central reference point for federal, provincial and municipal departments, ministries, or agencies.

The Ministry operates an extensive telex network to speed the flow of information, particularly from local offices to regional offices and Toronto, and vice versa. In Toronto, an Inquiry Officer expedites the delivery of information from ministries and agencies.

Northern Development Officers assist unincorporated communities (communities with no municipal government under the Municipal Act), which are unique to Northern Ontario, in establishing **Local Services Boards.** These Boards are legally constituted bodies of members elected to act on behalf of the residents to ensure provision of basic services such as water supply, **fire** protection, sewage disposal, street lighting, garbage collection and recreational programs. Establishment of a Local Services Board is optional, as are the services it may choose to offer. Communities which raise half the budgeted cost are eligible for operational **subsidies** from the Ministry.

The Northern Development Officers administer the **Unincorporated Communities Capital Assistance Program (UCCAP)** to establish basic services in unincorporated communities.

Northern Development Officers are frequently requested to collect data to facilitate the planning process of the Ministry.

The nearest Northern Development Officer can be reached at the offices listed below and from outlying communities through Northern Ontario by dialing the operator and asking for Zenith 33160.

NORTHERN DEVELOPMENT OFFICERS NORTHEASTERN ONTARIO

13 Lawton St.
Blind River P0R 1B0
705-356-2226

31 Birch St. E.
Chapleau P0M 1K0
705-864-1515

161 Sixth Ave.
P. O. Box 668
Cochrane P0L 1C0
705-272-4274

10 Brunswick Walk
Elliot Lake P5A 2A8
705-848-7133

Espanola Mall
Highway 6 South
P. O. Box 1718
Espanola P0P 1C0
705-869-1532

904 George St.
P. O. Box 1688
Hearst P0L 1N0
705-362-4358

260 Main St.
P. O. Box 460
Iroquois Falls "A" P0K 1G0
705-232-4001

Model City Mall
Kapuskasing P5N 2E9
705-335-6008

32 Prospect Ave.
P. O. Box 635
Kirkland Lake P2N 3K1
705-567-3291

King & Young Sts.
P. O. Box 128
Mindemoya P0P 1S0
705-377-5396

Main St.
P. O. Box 307
Moosonee P0L 1Y0
705-336-2991
(Cree language spoken)

310 Whitewood Ave.
P. O. Box 68
New Liskeard P0J 1P0
705-647-7391

267 Main St. W.
North Bay P1B 2T8
705-472-3911

70 Church St.
Parry Sound P2A 1Y9
705-746-4296

191 Main St.
P. O. Box 1930
Sturgeon Falls P0H 2G0
705-753-2900

83 Wilson Ave.
Timmins P4N 2S8
705-267-1401

27 Gold St.
Wawa P0S 1K0
705-856-2354

NORTHWESTERN ONTARIO

123 Marks St.
P. O. Box 940
Atikokan P0T 1C0
807-597-2701

34A King St.
Dryden P8N 1B3
807-223-5231

529 Mowat Ave.
Fort Frances P9A 1Z1
807-274-5329

305 Main St.
P. O. Box 69
Geraldton P0T 1M0
807-854-0266

100 Main St.
P. O. Box 196
Ignace P0T 1T0
807-934-2260

12 Main St. S.
P. O. Box 5050
Kenora P9N 3X9
807-468-5548

Peninsula Bldg.
P. O. Box 280
Marathon P0T 2E0
807-229-1153

66 Front St.
Nipigon P0T 2J0
807-887-3230
(Tues/Wed/Thurs only)

408 Atwood Ave.
P. O. Box 430
Rainy River P0W 1L0
807-852-3287

242 Howey St.
P. O. Box 950
Red Lake P0V 2M0
807-727-2870

42 King St.
P. O. Box 147
Sioux Lookout P0V 2T0
807-737-1318

428 E. Victoria Ave.
Thunder Bay P7C 1A5
807-475-1425

REGIONAL AND COMMUNITY DEVELOPMENT BRANCH NDM 11

Regional and Community Development offices are located in Sault Ste. Marie, Sudbury, Thunder Bay, Timmins and Kenora (addresses listed below). These offices work with northern communities and other ministries in planning development strategies to improve conditions and respond to local and regional needs throughout **Northern Ontario**. Operationally, there are three main areas of interest: Northern **economic** development, Northern **transportation** development and Northern **community** services development.

Regional economic development is stimulated through research, strengthening of industrial activity, promotion of tourism and expansion of agriculture. Funds are also made available to encourage resource development. Scientific studies, experimental hydroelectric and solar heating projects, and alternative or novel energy recovery programs are undertaken.

Community activities include **financial assistance** for construction of water mains and sewage systems, and enhancement of tourism infrastructure. Special assistance is provided for communities undergoing severe economic dislocation or unusually rapid growth. Through the Regional and Community Development offices, the Ministry also implements the **Northern Community Economic Development Program**, offering financial assistance for studies and seminars, publication of promotional materials, and professional staff support for the investigation of new local economic development opportunities. The program provides financial assistance to mid-sized municipalities for the establishment and operation of **Municipal Economic Development Agencies (MEDA)**.

The **Northern Roads Program** establishes priorities and provides capital funding to the Ministry of Transportation for ongoing rehabilitation and selective expansion and improvement of the 9,800 km Northern Highway system. Construction of new roads to facilitate economic development is funded through the **Northern Priority Roads Program**. The **Northern Ontario Resources Transportation Committee** (NORTC) assists the private sector in providing access for resource-based enterprises, and develops Ontario's winter road and trail program to access remote Northern Indian settlements. Capital funding is provided to the Ministry of Natural Resources through the **Resource Access Roads Program** to construct forest access roads. The **Municipal Roads Program** provides funding to municipalities for the construction of local roads. The **Remote Airport Program** sets priorities and offers full funding to the Ministry of Transportation for capital **construction** of airports in communities north of the 51 degree latitude. The **Community Airport Program** furnishes capital funding to assist Northern communities with the development of municipal airports. Northern rail, ferry and air services are provided by the Ministry of Northern Development and Mines through its agent, the Ontario Northland Transportation Commission.

The Ministry contributes funds for a broad range of social and **health** services, such as capital assistance for medical and dental clinics, and **bursaries** for medical and **dental** students, **physiotherapists** and **speech pathologists.** The Regional Offices also participate in the delivery of the **Extended Care Capital Assistance Program (EldCap)**.

Northern Development Councils provide advice to the Government of Ontario through the Ministry of Northern Development and Mines, the Cabinet Committee on Northern Development, and other ministers and ministries, where appropriate, on economic issues of regional concern to Northern Ontario.

The Ministry of Northern Development and Mines takes a keen interest in improving the quality of life and, therefore, promotes the arts and undertakes cultural initiatives as opportunities arise.

The Ministry introduced a **Supplementary Northern Assistance Program** to facilitate the delivery of arts, cultural, health and social activities by non-profit/volunteer groups in Northern Ontario.

Northeastern Regional Office
421 Bay St., Ste. 301
Sault Ste. Marie P6A 1X3
705-942-0100

Northeastern Regional Office
200 Brady St., 6th Flr., West Tower
Mail Bag 3000
Sudbury P3E 5W2
705-671-4441

Northwestern Regional Office
435 James St. S.
P. O. Box 5000
Thunder Bay P7E 6E3
807-475-1585

Northeastern Regional Office
Highway 11 Corridor
54 Wilson Ave.,
Timmins, P4N 2S5
705-267-1401

Northwestern Area Office
12 Main St. S.
Kenora P9N 3X9
807-468-3135

POLICY AND PROGRAM DEVELOPMENT BRANCH NDM 12
10 Elm St., 3rd Flr.
Sudbury P3C 5N3
705-675-4360

The branch provides a policy and program development, evaluation and advisory service to the Northern Development and Transportation Division. Other activities include: managing the Division's planning processes; developing and maintaining its information system; and providing in-depth analysis and advice on regional and community economic and social development opportunities, issues and concerns.

MINES AND MINERALS DIVISION

MINERAL DEVELOPMENT AND LANDS BRANCH NDM 13
880 Bay St., 3rd Flr.
Toronto M5S 1Z8
416-965-1559

This branch develops policy, standards, guidelines, and legislation to maintain an optimum level of **mineral** production in Ontario. Market analysis, transportation studies, processing and exploration developments, and national and international trade considerations are part of the broad spectrum of research carried out on **metallic**, non-metallic, industrial and mineable fuel minerals. The **statistics** group conducts an annual census of all mineral operations in Ontario, including development, mining, milling and smelting for economic analysis and for use by the public.

The OMEP office administers the **Ontario Mineral Exploration Program (OMEP) Act**. Mineral exploration activities are encouraged by providing **grants** and/or tax credits equal to 25 per cent of eligible exploration expenses.

MINING LANDS SECTION NDM 14
880 Bay St., 3rd Flr.
Toronto M5S 1Z8
416-965-1380

The Mining Lands Section is responsible for coordinating the Provincial Mining Lands Program, and developing policy and legislation regarding **mineral** rights on **Crown lands**. Through the **Mining Act**, this section ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are acquired through **claim staking** or the granting of special **Exploratory Licences of Occupation**. Once specified amounts of exploration or development work have been completed, **leases** are granted; following substantial production, applications for **patents** may be submitted.

Nine Mining Divisions, each administered by a Mining Recorder, coordinate field delivery of the program. The Mining Recorder maintains a register of recorded **mining** claims, assessment work, and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Toronto office assesses technical submis-

sions for credit toward maintaining claims in good standing.

The Mining Recorders are located at the Mining Division offices listed under the Field Organization entry.

MINING AND LANDS COMMISSIONER NDM 15
Box 330
700 Bay St., 24th Flr.
Toronto M5G 1Z6
416-965-1824

The Commissioner, appointed by the Lieutenant Governor in Council, is a judicial and administrative officer who presides over a tribunal with jurisdiction similar to that of a trial court. Hearings of appeal are held under the authority of the **Mining Act**, the Conservation Authorities Act, the Lakes and Rivers Improvement Act, the Beach Protection Act, and the Mining Tax Act. Mining-related hearings frequently result from appeals pursuant to mining claim dispute judgements rendered by the Mining Recorders. Other judgements include granting extensions of time for assessment work, granting relief from forfeiture of claims, revoking prospectors' licences, and awarding compensation for surface rights damage. Hearings are held in local courthouses, whenever possible. Further information about appeals and other applications may be obtained from the Mining Recorder Offices, listed under the Field Organization entry, or through the Commissioner's office at the above address.

ONTARIO GEOLOGICAL SURVEY NDM 16
77 Grenville St., 11th Flr.
Toronto M5S 1B3
416-965-0190

The Ontario Geological Survey provides research information on provincial **geology** and **mineral** resources to encourage exploration, provide a basis for **land-use planning**, and aid development of mineral resource policies. Activities include: geological, geophysical, and geochemical **surveys**; mineral deposit studies; geochronology studies; development of new exploration techniques; and presentation of classes and lectures on minerals and **rocks**. The Geoscience Laboratories (965-1337) provide identification, chemical analyses, and assays of mineral, rock and ore samples. The branch administers the Ontario **Geoscience Research Grants Program** (965-1546) to aid applied geoscience **research** at Ontario universities.

Geoscience Information Services provides research facilities for Ministry staff, the **mining** industry, and the general public. The **library** (965-1352) contains publications on geology mining and mineral resources. Its holdings include: reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845, other provincial geological surveys, the U.S. Geological Survey and some U.S. States; reports and maps for Precambrian regions of the world; selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable users to access the collection. The library subscribes to over 400 journals and newspapers, and a large collection of geological and aeromagnetic **maps** covering Ontario. Photocopies are provided at a nominal charge. The Assessment Files depository deposits data, computer-based geoscience, mineral deposits and rock chemical databases. The Geoscience Information Office (965-0190) answers general queries from the public, supplies brochures and pamphlets on the geology and mineral resources of Ontario, and maintains the mailing list of OGS **publications**.

FIELD ORGANIZATION NDM 17

Three Regional Offices ensure that mines and minerals services are readily available throughout the province. A network of field offices includes Mining Recorders, Resident

Geologists, Drill Core Libraries, Mining Development Coordinators and Regional Minerals Specialists.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologist Offices maintain a library and offer information on the geology and mineral deposits of their district. Mining Recorders administer the regulations of the Mining Act and serve those seeking information about the status of mineral lands. There are 16 geological field offices and nine mining recorder offices that report to the Ministry of Northern Development and Mines.

Northwestern Regional Office
12 Main St. S.
P. O. Box 5050
Kenora P9N 3X9
807-468-3135

808 Robertson St.
Box 5050
Kenora P9N 3X9
807-468-9841
(Mining Recorder, Resident Geologist, Drill Core Library)

Ontario Government Bldg.
Box 324
Red Lake P0V 2M0
807-727-3284 Mining Recorder
807-727-3272 Resident Geologist

Court House Bldg.
Box 3000
Sioux Lookout P0V 2T0
807-737-2034 Mining Recorder
807-737-2037 Resident Geologist

435 James St. S.
Box 5000
Thunder Bay P7C 5G6
807-475-1311 Mining Recorder
807-475-1331
(Resident Geologist, Drill Core Library)

Northeastern Regional Office
60 Wilson Ave.
Timmins P4N 2S7
705-267-1401
(Regional Director, Mining Recorder, Resident Geologist)

896 Riverside Dr.
Timmins P4N 3W2
705-267-1401 Drill Core Library

Box 230
Presley St.
Cobalt P0J 1C0
705-679-8558 Resident Geologist
705-679-8313 Temiskaming Testing Laboratory

4 Government Rd. E.
Kirkland Lake P2N 1A2
705-567-9242 Mining Recorder
705-567-5242 Resident Geologist

Junction Hwy 66 & 112
705-642-3222 Drill Core Library

875 Queen St. E.
Box 130
Sault Ste. Marie P6A 5L5
705-949-1231
(Mining Recorder, Resident Geologist)

Church St.
Sault Ste. Marie P6A 3H3
705-949-1231 Drill Core Library

199 Larch St., 10th Flr.
Sudbury P3E 5P9
705-675-4120
(Mining Recorder, Resident Geologist)

Helen Mine Road
Box 530
Wawa P0S 1K0
705-856-4883 Resident Geologist

Southern Regional Office
10 Wellesley St. E., 1st Flr.
Toronto M4Y 1G2
416-965-3611
416-965-1322 Mining Recorder
Fax 416-963-2057

Box 500
Bancroft K0L 1C0
613-332-4875
(Drill Core Library, Regional Minerals Specialist)

Box 190
Dorset P0A 1E0
705-766-2494 Resident Geologist
Fax 705-766-2259

Box 5463
659 Exeter Road
London N6A 4L6
519-661-2796 Resident Geologist
Fax 519-686-6172

255 Metcalf St.
Box 70
Tweed K0K 3J0
613-478-2330
(Resident Geologist, Drill Core Library)
Fax 613-748-6247

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The two agencies of the Ministry of Northern Development and Mines are listed below.

ONTARIO NORTHLAND TRANSPORTATION COMMISSION — NDM 18

555 Oak St. E.
North Bay P1B 8E3
705-472-4500

The Ministry of Northern Development and Mines provides **rail, bus**, **ferry, air** and **telecommunications** services to **Northern Ontario** through the Ontario Northland Transportation Commission (**ONTC**).

Land **transportation** services consist of rail, bus and highway transport. Rail passenger services include the **Polar Bear Express** between Cochrane and Moosonee, the **Northlander** between Toronto and Timmins, the North Bay and Cochrane component of the Toronto to Kapuskasing Northland Train service, and a mixed passenger-freight train between Cochrane and Moosonee. Bus services are regularly scheduled between North Bay, Hearst, Sudbury, Timmins and other locations throughout Northeastern Ontario. Charter and tour services can also be arranged.

Rail **freight** services are provided between North Bay and other points in Northeastern Ontario. Highway freight and express services are the responsibility of the Ontario Northland Transportation Commission, with eight terminals located at North Bay, New Liskeard, Kirkland Lake, Iroquois Falls, Timmins, Cochrane, Kapuskasing and Hearst.

The Commission operates the provincially owned airline, **norOntair**, which serves 21 communities and acts as a feeder for Air Canada and Canadian Airlines International in northeast and northwest Ontario. The latter airlines provide reservation facilities.

A passenger, car and truck ferry, the **M.S. Chi-Cheemaun**, is operated by the Owen Sound Transportation Company, a subsidiary of the ONTC, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. A second ferry will be added to complement this service in 1989. The Marine Services Department of the ONTC operates the Chief Commanda, a cruise **boat**, on Lake Nipissing from spring until fall, and manages a freight and passenger service between Moosonee and Moose Factory Island during
the same period.

The ONTC provides the following telecommunications services in Northeastern Ontario: long-distance telephone, private wire voice and teletype, commercial telegraph, radio and television transmission, mobile radio, special communications and local telephone.

A further activity of the Commission is the operation of a goose **hunting** camp for six weeks each fall, east of Moosonee on the Harricanaw River.

Toronto Passenger Sales Office
Union Station
65 Front St. W.
Toronto M5J 1E6
416-965-4268

Toronto Freight Marketing Office
Union Station
65 Front St. W.
Toronto M5J 1E6
416-965-6388

Star Transfer Limited
460 Pine St. S.
Timmins P4N 7G6
705-264-2221

Owen Sound Transportation Company
Owen Sound N4K 5P5
519-596-2212
(Tobermory Terminal)
705-859-3161
(South Baymouth Terminal)

ONTC Telecommunications
555 Oak St. E.
North Bay P1B 8L3
705-472-4500 Ext. 331

ONTC
555 Oak St. E.
North Bay P1B 8L3
705-472-4500
(Rail Passenger Services,
Bus Services, Marine Services,
norOntair, Freight Marketing,
ONTC Express, Rail Freight,
Star Transfer)

NORTHERN ONTARIO HERITAGE FUND CORPORATION NDM 19
444 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-942-8004

200 Brady St. 6th Flr. West Tower
Bag 3000,
Sudbury P6A 5W2
705-675-4441

The Northern Ontario Heritage Fund Corporation (**NOHFC**) has a mandate to: provide assistance to single industry communities experiencing or about to experience economic disruptions; assist with the development of new technology with emphasis on the resource sector; help small businesses to get started, expand or modernize their operations (**NORFUND**); support special projects that promote long-term growth and diversification of Northern Ontario.

Assistance is available in the form of loan guarantees, loans and grants or combination thereof.

Contact the Corporation's head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

ACTS

ACTS NDM 20

The Ministry of Northern Development and Mines is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications services branch.

Local Services Boards Act

Mining Act
Ministry of Northern Affairs Act
Ontario Mineral Exploration Program Act
Ontario Northland Transportation Commission Act
Township of Marathon Land Act, 1984

MINISTRY OF REVENUE

33 King St. W.
Oshawa L1H 8H5

The Department of Revenue was created in 1968, when the Revenue Division, the Province of Ontario Savings Office and the Deputy Provincial Treasurer, Revenue Office, were transferred from the Department of Treasury and Economics. In 1972, with the addition of the Assessment Division of the former Department of Municipal Affairs, the Department of Revenue was renamed the Ministry of Revenue.

The Ministry administers the major taxing statutes of Ontario, such as the Corporations Tax Act, the Gasoline Tax Act, the Tobacco Tax Act, the Retail Sales Tax Act and the Land Transfer Tax Act. Responsibilities include conducting property assessments to provide the tax base for Ontario municipalities; directing the Ontario Tax Credit program, the Guaranteed Annual Income System (GAINS), Ontario Property and Sales Tax Grants for Senior Citizens and the Small Business Development Corporations Program; and operating the Province of Ontario Savings Office. The Ministry also administers the Employee Share Ownership Plan and the Ontario Home Ownership Savings Plan.

DEPUTY MINISTER'S OFFICE

AUDIT SERVICES BRANCH — REVENUE 1
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-6484

This branch develops and directs comprehensive internal audit programs which independently and systematically review and evaluate financial, administrative and management systems.

LEGAL SERVICES BRANCH — REVENUE 2
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5657

Hearst Block, 4th Flr.
Queen's Park, Toronto M7A 1X7
416-965-1264

Legal services provided to the Ministry include the provision of legal opinions, the interpretation of statutes and regulations and the preparation and review of proposed legislation, regulations and other legal documents. The branch also handles tax appeals and collection actions, and prosecutes tax offenders. It is responsible to the Ministry of the Attorney General.

ASSISTANT DEPUTY MINISTER-TAX REVENUE AND GRANTS PROGRAM

TAX REVENUE AND GRANTS PROGRAM — REVENUE 3
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5614

This program administers tax collection under the Corporations Tax Act, Gasoline Tax Act, Land Transfer Tax Act, Motor Vehicle Fuel Tax Act, Provincial Land Tax Act, Race Tracks Tax Act, Retail Sales Tax Act, Tobacco Tax Act, Ontario Pensioners Property Tax Assistance Act, Small Business Development Corporations Act, Mining Tax Act, Employee Shared Ownership Plan Act, Ontario Home Ownership Plan Act,

Ontario Tax Credit System, Ontario Guaranteed Annual Income System and the Employer Health Tax Project.

EMPLOYER HEALTH TAX PROJECT REVENUE 4
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
Toll-free 1-800-263-7965

The Employer Health Tax (EHT) Project Team is responsible for all aspects of the planning, development and implementation of the Employer Health Tax, which will be implemented in January 1990.

CORPORATIONS TAX BRANCH REVENUE 5
33 King St. W., 4th Flr.
P. O. Box 622
Oshawa L1H 8H5
416-433-6500

This branch administers the **Corporations Tax Act** which deals with **corporations** income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on **insurance** companies based on **taxable** insurance premiums is also a branch responsibility.

In addition, the Corporations Tax Branch administers the **Mining Tax Act**. Mining taxes are based on profits generated from producing **mines** in Ontario in accordance with the Act.

MOTOR FUELS AND TOBACCO TAX BRANCH REVENUE 6
33 King St. W., 3rd Flr.
P. O. Box 625
Oshawa L1H 8H9
416-433-6393

This branch, which administers the **Gasoline Tax Act (gasoline, aviation fuel)**, the **Fuel Tax Act (diesel fuel)** and the **Tobacco Tax Act (cigarettes**, tobacco, cigars), collects **tax** on the sale of **fuels** and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the **Small Business Development Corporations Act**, the **Employee Share Ownership Plan Act**, 1988, the **Land Transfer Tax Act** and the **Provincial Land Tax Act**. The **Small Business Development Corporations (SBDC) Program** encourages private sector **investment** in small **businesses** in Ontario, and the provision of business and managerial expertise. Individual investors who buy new equity shares in SBDC receive a **grant** of 30% of their investment and **corporations** receive a 30% credit against their Ontario corporations income tax, if the investment is in a small business in northern or eastern Ontario. Otherwise, the grant or tax credit is 25% of the investment.

The **Employee Share Ownership Plan** (ESOP) program provides incentives to employees of small and medium sized companies to purchase newly issued shares of their employer corporation; eligible employees who purchase shares under a registered ESOP can receive a grant of 15% of the purchase price to a maximum annual grant of 300; grants for eligible set-up costs are also available to corporations and employee groups; corporations can receive a grant of one-third of eligible set-up costs to a maximum of 10,000; employee groups can qualify for a grant of one-half of eligible costs to a maximum of $5,000. For more information on the ESOP program, call collect 416-430-ESOP.

Land Transfer Tax, which is a tax on individuals or corporations registering **land** or an interest in land in Ontario, consists of one-half of 1 per cent on the first 55,000 and 1 per cent on the rest. An additional tax of one-half of 1% applies on residential property over 250,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registrar before registering a conveyance. Provincial Land Tax is a tax collected from landowners in **unorganized territories**. For property assessments for this tax, contact the closest regional assessment office, listed under the Field Operations Branch.

The Motor Fuels and Tobacco Tax Branch is also administering four acts, which have been repealed, during their phase-out period: the **Succession Duty Act**, the **Gift Tax Act**, the **Land Speculation Tax Act**, and the **Motor Vehicle Fuel Tax Act**.

RETAIL SALES TAX BRANCH REVENUE 7
33 King St. W., 3rd Flr.
P. O. Box 623
Oshawa L1H 8H7
416-433-6170

This branch administers the **Retail Sales Tax Act** in Ontario. Vendors collect retail sales tax from consumers at the time of purchase on most goods, taxable services and prices of admission. The branch operates offices throughout Ontario which issue **vendor permits** and provide information on exemptions and other aspects of retail sales tax, including vendor information for those starting a **business**. **Tax** advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures, and visits to businesses. Rebates or refunds of tax are given under various circumstances, such as payment of tax in error by consumers; removal of goods from Ontario by tourists within 30 days of purchase; and purchases of motor vehicles for the transportation of persons with certain permanent physical disabilities. The Retail Sales Tax offices have rebate or refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the **Race Tracks Tax Act** is also administered by the branch.

All inquiries about retail sales tax should be directed to one of the offices listed below. Long-distance callers may contact the office in their area by using toll-free lines, which are effective only in an office's area of responsibility.

119 King St. W.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7504
Toll-free in area codes 416, 519
1-800-263-9229
(County of Brant, Regional Municipalities of Haldimand-Norfolk, Hamilton-Wentworth, Niagara)

449 Belmont Ave. W.
Kitchener N2M 1N2
519-576-8400
Toll-free in area codes 416, 519, 705
1-800-265-2303
(Counties of Huron, Perth, Wellington, Bruce, Dufferin, Grey, Regional Municipality of Waterloo)

Westminster Centre
334 Wellington Rd. S.
London N6C 4P6
519-433-3901
Toll-free 1-800-265-1540
(Counties of Elgin, Essex, Kent, Lambton, Middlesex, Oxford)

2 Robert Speck Pkwy., Ste. 350
Mississauga L4Z 1H8
416-273-9490
Toll-free 1-800-268-2968
(Regional Municipalities of Halton, Peel)

1500 Fisher St.
Northgate Plaza
North Bay P1B 2H3
705-474-4900
Toll-Free 1-800-461-1564
(Districts of Algoma, Cochrane, Manitoulin, Nipissing, Parry Sound, Sudbury, Timiskaming, Regional Municipality of Sudbury)
Toll-free 1-800-465-5025
(Districts of Kenora, Rainy River, Thunder Bay)

33 King St. W.
P. O. Box 629
Oshawa L1H 8K1
416-433-6240
Toll-free 1-800-668-5810
(Counties of Haliburton, Hastings, Northumberland, Peterborough, Prince Edward, Simcoe, Victoria, District Municipality of Muskoka, Regional Municipalities of, Durham, York: Township of Georgina, Georgina Islands Indian Reserve, Town of East Gwillimbury)

1355 Bank St.
Ottawa K1H 8K7
613-523-9760
Toll-free 1-800-267-9745
(Regional Municipality of Ottawa-Carleton, Counties of Lennox-Addington, Stormont-Dundas and Glengarry, Frontenac, Grenville, Lanark, Leeds, Prescott, Renfrew, Russell)

2300 Yonge St.
Toronto M4P 1H6
416-487-1361
Toll-free 1-800-268-8852
(Regional Municipality of Metropolitan Toronto, Regional Municipality of York: Towns of Aurora, Markham, Newmarket, Richmond Hill, Vaughan, Whitchurch-Stouffville, Township of King)

REVENUE AND OPERATIONS RESEARCH BRANCH — REVENUE 8
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5623

This branch provides the Tax Revenue and Grants Program with staff support, including: coordination of the planning, resource allocation and control process; development of techniques to increase the efficiency and effectiveness of administrative and delivery mechanisms; tax-related research; monitoring of tax revenue; and coordination of changes in legislation.

The branch also liaises with the Ministry of Treasury and Economics, as well as other federal and provincial tax authorities.

SPECIAL INVESTIGATIONS BRANCH — REVENUE 9
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6900

This branch undertakes special audits and investigations involving tax compliance problems. It recommends prosecution when there is evidence of tax evasion, and deals with voluntary disclosure of tax irregularities.

TAX APPEALS BRANCH REVENUE 10
33 King St. W., 1st Flr.
Oshawa L1H 8H5
416-433-6029

The branch processes all appeals filed under the following statutes administered by the Ministry: the **Corporations Tax Act**, the **Mining Tax Act**, the **Fuel Tax Act**, the **Gasoline Tax Act**, the **Land Transfer Tax Act**, the **Motor Vehicle Fuel Tax Act**, the **Retail Sales Tax Act**, the **Tobacco Tax Act**, the **Ontario Guaranteed Annual Income Act**, the **Ontario Pensioners Property Tax Assistance Act**, the **Race Tracks Tax Act**, the **Ontario Home Ownership Savings Plan**, the **Employee Share Ownership Plan**, and the **Small Business Development Corporations Act**. General information and forms may be obtained by calling our toll-free number (1-800-263-7965) or contacting the local Retail Sales Tax Offices (see Retail Sales Tax Branch entry).

TAX SYSTEM OPERATIONS AND DESIGN DIVISION

TAX SYSTEM OPERATIONS AND DESIGN DIVISION REVENUE 11
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-6903

This division consists of the Freedom of Information Office, Guaranteed Income and Tax Credit Branch, Taxation Data Centre and Taxpayer Services Branch. The division consolidates major taxpayer services and data processing functions.

FREEDOM OF INFORMATION & PROTECTION OF INDIVIDUAL PRIVACY OFFICE REVENUE 12
33 King St. W., 1st Flr.
Oshawa L1H 8H5
416-433-6028

This office implements and maintains the administrative and legislative requirements of Bill 34 - An Act to Provide for Freedom of Information and Protection of Privacy, ensuring that the Ministry is in compliance at all times. It coordinates all Freedom of Information (FOI) related activities for the Ministry.

GUARANTEED INCOME AND TAX CREDIT BRANCH REVENUE 13
33 King St. W., 5th Flr.
P. O. Box 624
Oshawa L1H 8H8
Toll-free 1-800-263-7965 (English)
Toll-free 1-800-668-5821 (French)
Toll-free 1-800-263-7776(TDD)

The branch administers the Guaranteed Annual Income System, Ontario Tax Credits, and Ontario Tax Grants.

The Guaranteed Annual Income System (GAINS A) assures qualifying Ontario residents, 65 or over, a set annual income. **Senior citizens** who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the guaranteed level.

Ontario Tax Credits consist of the Property Tax Credit, the Sales Tax Credit, the Political Contribution Tax Credit and the **Ontario Home Ownership Savings Plan (OHOSP)** Tax Credit. The first two credits are designed to reduce the burden of property and sales tax for people with low to moderate incomes. (People 65 and over are not eligible for

these credits but can apply for Ontario Tax Grants, described separately). The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home. The above three tax credits are fully refundable. The **Political** Contribution Tax Credit may be claimed by people who made a contribution to a registered Ontario political party, a constituency association or a registered candidate in a provincial election. To claim this credit, there must be provincial tax payable after deducting the Property and Sales Tax Credits.

Claims for Ontario Tax Credits are made when filing Personal Income Tax returns.

Ontario Tax Grants allow Ontario residents, 65 or older, who pay **property tax** or **rent** to claim an annual **Property Tax Grant** of up to 600 per household. Applications for this **grant** are mailed each year to all Old Age Security (OAS) recipients and previously qualified applicants. Seniors may also receive an annual **Sales Tax Grant** of 50. Persons turning 65 after mid year who qualify for OAS will automatically receive their Sales Tax Grant and an application for the Property Tax Grant, towards the year-end.

TAXATION DATA CENTRE REVENUE 14
33 King St. W., 7th Flr.
Oshawa L1H 8H5
416-433-5858
Metro Toronto 416-965-8470
Toll-free 1-800-263-7965 (English)
Toll-free 1-800-263-5821 (French)
Toll-free 1-800-263-7776 (TDD)
Fax 416-433-4094

This branch processes revenue received under the **taxing** statutes; assesses eligibility for payment of refunds to the public under the **Ontario Incredible Program**, **Permanently Physically Disabled Program**, and **Alternate Fuel Conversion Program**; and processes **fuel** tax rebates to farmers and grant applications for the **Ontario Pensioners' Property Tax Assistance Program**. The branch also provides data processing support for the Tax Revenue and Grants Program.

TAXPAYER SERVICES BRANCH REVENUE 15
33 King St. W., 1st Flr.
Oshawa L1H 8H5
416-433-6127

This branch provides "one-stop" information to taxpayers about Ministry of Revenue programs, such as Tax Grants for Seniors, Ontario **Tax** Credits, Guaranteed Annual Income System (GAINS), Corporations Tax, Motor Fuels and Tobacco Tax, and Small Business Development Corporations. Information, application assistance, forms and **publications** are offered through the following telephone service, or at seven walk-in locations throughout the province.

The multilingual Information Centre can be reached free of charge from anywhere in Ontario: Metro Toronto (965-8470), all other areas (1-800-263-7965), Francophone residents can call 1-800-668-5821 for service entirely in French. Northern Ontario residents may also contact their nearest Northern Affairs Officer by asking the Operator for Zenith 33160. Deaf or hearing impaired taxpayers may request tax or grant information through the use of a special (TDD) toll-free number (1-800-263-7776).

Interjurisdictional Carriers (Truckers), seeking information on **fuel** tax while travelling in Ontario, may call toll-free from the United States east of the Mississippi River and Eastern Canada, including Ontario (1-800-263-7775). Calls from the remainder of the United States and Canada will be accepted collect at 416-433-0212.

Metro Toronto residents can obtain information and publications by visiting the Toronto **Public Enquiry Centre** at 50 Grosvenor Street (one block south of Wellesley St., West of Bay St.). Oshawa area residents can visit the Public Enquiry Centre at 33 King St. West. Both centres will accept tax payments and assist **seniors** in completing Ontario Property Tax Grant applications.

The branch has recently established five Ministry of Revenue Information Centres outside the Metropolitan Toronto area. These centres will provide information on programs like Retail Sales Tax, GAINS, Ontario Tax Grants for Seniors, Ontario Tax Credits, as well as accept tax payments.

The location of these offices are:

Belleville
191 Dundas St. E.

Orillia
Westway Mall
438 West St. N.

Sudbury
199 Larch St., 12th Flr.

Thunder Bay
435 James St., 1st Flr.

Windsor
250 Windsor Ave., 5th Flr.

ASSISTANT DEPUTY MINISTER-PROPERTY ASSESSMENT PROGRAM

PROPERTY ASSESSMENT PROGRAM — REVENUE 16
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5767

This program assesses **real property** in Ontario for the purpose of municipal property **taxation**, mailing of **assessment** notices to property owners and tenants, and **enumeration** of residents in municipalities to determine voter, jury, and school support lists.

ASSESSMENT POLICIES AND PRIORITIES BRANCH — REVENUE 17
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5757

This branch is responsible for staff support to the Assistant Deputy Minister in the following areas: analysis, development and coordination of assessment policy; legislation research and interpretation; government/public liaison; tax impact analysis associated with reassessments; and computer-assisted research and procedural development.

ASSESSMENT SERVICES DIVISION

ASSESSMENT SERVICES DIVISION — REVENUE 18
33 King St. W.
Oshawa L1H 8H5
416-433-5773

The Assessment Services Division consists of the Data Services and Development Branch, Field Operations Branch, Special Properties Branch, Budgeting, Planning and Operational Analysis Unit and the Quality Control Section.

DATA SERVICES AND DEVELOPMENT BRANCH REVENUE 19
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5680

This branch is responsible for **assessment** information management, including the supply of **computer** data services to Regional Assessment Offices, municipalities and school boards. New assessment and data processing systems, including **OASYS (Ontario Assessment System)**, are also developed by the branch.

FIELD OPERATIONS BRANCH REVENUE 20
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5805

Through regional offices across Ontario (listed below), this branch **assesses** all **real property** for purposes of municipal and school taxation and, in **unorganized territories**, for **Provincial Land Taxes**. **Municipal enumerations** are undertaken to produce municipal **voters** lists, lists of persons who can be called for **jury** duty, identification of supporters for **schools** and demographic **statistics**. The branch serves municipal governments, other Ontario ministries which use data as a basis for distribution of municipal grants, and other programs. Inquiries regarding property taxation, tax certificates, municipal voters lists and municipal population should be directed to the clerk or treasurer of the appropriate municipality. School support issues should be referred to the relevant public or separate school board.

REGIONAL ASSESSMENT OFFICES
(Zenith numbers are effective only in an office's area of responsibility)

113 Hastings St. N.
P. O. Box 667
Bancroft K0L 1C0
613-332-1440
If long distance
in area code 613, dial
1-800-267-0538
in area codes 416, 519, 705, dial
1-800-267-0542
(Trenton sub-office)

109 Ferris Lane
Barrie L4M 2Y1
705-728-2270
If long distance dial
1-800-461-4230
(Simcoe)

Pine St. E.
P. O. Box 150
Bracebridge P0B 1C0
705-645-5204
If long distance dial
1-800-461-4316
(Muskoka)

63 Charing Cross
Brantford N3R 7K9
519-759-6310
If long distance dial
1-800-265-9990
(Brant, Haldimand-Norfolk)

2479 Parkedale Ave.
P. O. Box 712
Brockville K6V 3H2
613-342-8242
If long distance dial
1-800-267-0836
(Lanark, Leeds, Grenville)

150 Main St., 4th Flr.
Cambridge N1R 1W3
519-623-5210
In Kitchener dial 653-7356
If long distance ask operator
for Zenith 49090
(Waterloo)

P. O. Box 1140
435 Grand Ave. W.
Chatham N7M 5L8
519-354-5460
If long distance dial
1-800-265-0584
(Kent, Lambton)

995 William St.
P. O. Box 290
Cobourg K9A 4K8
416-372-2258
If long distance dial
1-800-263-7905
(Trenton sub-office)

132 Second St. E.
Box 219
Cornwall K6H 5S7
613-933-7100
If long distance dial
1-800-267-7194
(Prescott, Russell, Stormont, Dundas, Glengarry)

479 Government Rd., Ste. B-6
P. O. Box 670
Dryden P8N 2Z3
807-223-5351
If long distance ask operator
for Zenith 50960
(Thunder Bay sub-office)

533 Mowat Ave.
Fort Frances P9A 1Z1
807-274-3283
If long distance ask operator
for Zenith 50960
(Thunder Bay sub-office)

57 Napier St.
P. O. Box 190
Goderich N7A 3Z2
519-524-7326
If long distance dial
1-800-265-5192
(Huron, Perth)

286 Victoria Rd. N.
Guelph N1E 5J3
519-821-7440
If long distance dial
1-800-265-8365
(Dufferin, Wellington)

119 King St. W., 3rd Flr.
Box 2112
Provincial Office Tower
Hamilton L8N 3Z9
416-521-7469
(Hamilton-Wentworth)

300 McClellan Ave.
Kenora P9N 1A8
807-468-5585
If long distance ask operator
for Zenith 50960
(Thunder Bay sub-office)

1055 Princess St., Ste. 201
Ontario Government Bldg.
Kingston K7L 4Y8
613-545-4475
If long distance ask operator
for Zenith 47360
(Frontenac, Lennox, Addington)

6 Tweedsmuir Rd., 3rd Flr.
Kirkland Lake P2N 1H9
705-567-9285
If long distance ask operator
for Zenith 98395
(Timmins sub-office)

33 Lindsay St. S.
P. O. Box 267
Lindsay K9V 4S1
705-324-1622
If long distance
in area code 705 dial
1-800-461-0314
in area codes 416, 519, 613, dial
1-800-461-0317
(Haliburton, Peterborough, Victoria)

15 Manitowaning Rd.
Little Current P0P 1K0
705-368-2510
If long distance ask operator
for Zenith 49860
(Sudbury sub-office)

1420 Wellington Rd.
Superstore Mall
London N6E 3A2
519-681-0050
If long distance ask operator
for Zenith 63310
(Elgin, Middlesex, Oxford)

2 Robert Speck Pkwy., 4th Flr.
Mississauga L4Z 1T3
416-270-8050
If long distance dial
1-800-387-5909
(Halton-Peel)

460 Oak St.
Newmarket L3Y 3X6
416-895-8644 (Newmarket)
If long distance
in area code 416, dial
1-800-263-3224
in area codes 519, 613, 705, dial
1-800-263-3233
(York)

1650 Main St. W.
P.O. Box 167
North Bay P1B 8H2
705-474-6150
If long distance ask operator
for Zenith 51280
(Nipissing, Parry Sound)

2305 St. Laurent Blvd.
Ottawa K1G 4J8
613-526-3890
If long distance ask operator
for Zenith 45980
(Ottawa-Carleton)

345 Eighth St. E.
P.O. Box 670
Owen Sound N4K 5R4
519-371-1121
If long distance dial
1-800-265-3187
(Bruce, Grey)

10 Miller St.
Parry Sound P2A 1S8
705-746-9302
If long distance ask operator
for Zenith 51280
(North Bay sub-office)

24 Pembroke St. W.
Pembroke K8A 5M3
613-735-0181
If long distance dial
1-800-267-1095
(Renfrew)

55 George St. N.
Peterborough K9J 3G2
705-743-0330
If long distance
in area code 705, dial
1-800-461-1933
in area codes 416, 519, 613, dial
1-800-461-1962
(Lindsay sub-office)

805 North Christina St.
Sarnia N7V 1X6
519-336-3991
If long distance dial
1-800-265-0584
(Chatham sub-office)

180 Brock St.
Sault Ste. Marie P6A 3B7
705-949-3941
If long distance dial
1-800-461-2207
(Algoma)

43 Church St.
Box 1270
St. Catharines L2R 7A7
416-688-0233
If long distance dial
1-800-263-5753
(Niagara)

199 Larch St., 12th Flr.
Provincial Tower
Sudbury P3E 5P9
705-675-4200
If long distance ask operator
for Zenith 49860
(Manitoulin, Sudbury)

55 Doncaster Ave.
Thornhill L3T 1L7
416-889-9503
(North York)

115 Johnson Ave.
Thunder Bay P7B 2V9
807-345-1221
If long distance ask operator
for Zenith 50960
(Kenora, Rainy River, Thunder Bay)

145 Wilson Ave.
Timmins P4N 8B1
705-264-9455
If long distance ask operator
for Zenith 98395
(Cochrane, Timiskaming)

90 Eglinton Ave. E., Ste. 300
Toronto M4P 3A5
416-486-6300
(City of Toronto)

7 Overlea Blvd.
Toronto M4H 1A8
416-423-1240
(Scarborough, East York)

4 Eva Rd.
Toronto (Etobicoke) M9C 2A8
416-621-9400
(Etobicoke, York)

80 Division St.
P.O. Box 520
Trenton K8V 5R7
613-392-2501
If long distance
in area code 613, dial
1-800-267-0538
in area codes 416, 519, 705, dial
1-800-267-0542
(Hastings, Northumberland,
Prince Edward)

605 Rossland Rd. E.
Box 270
Whitby L1N 5S1
416-668-9351
If long distance ask operator
for Zenith 67140
(Durham)

250 Windsor Ave., 5th Flr.
Windsor N9A 6V9
519-254-3771
If long distance dial
1-800-265-5841
(Essex)

SPECIAL PROPERTIES BRANCH REVENUE 21
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5700

This branch provides valuation expertise and advice to regional **assessment** offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

INFORMATION TECHNOLOGY DIVISION

INFORMATION TECHNOLOGY DIVISION REVENUE 22
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6797
Fax 416-433-5333

This division provides the following information technology services: systems development and maintenance; integrated office systems; user computing support; technologies research and data processing and communications facilities.

INFORMATION SYSTEMS DEVELOPMENT BRANCH REVENUE 23
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6795
Fax 416-436-4449

This branch is responsible for **systems development** and maintenance functions, including the design, programming, testing and implementation of new data processing systems

and the enhancement, maintenance and replacement of existing programs on a life-cycle basis.

SYSTEMS AND FACILITIES MANAGEMENT BRANCH — REVENUE 24
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6886

This branch manages the Ministry's integrated office technology and the complete portfolio of production systems, using an on-site computer installation with separate production and development facilities.

FINANCE AND ADMINISTRATION SECTION — REVENUE 25
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6793

This section coordinates the provision of resources, and financial management and administrative support services to the division.

STRATEGIC PLANNING AND RESEARCH SECTIONS — REVENUE 26
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6809

The three Strategic Planning and Research Sections are responsible for applied information **technology research**; end-user information and support, including the Technology Demonstration and Training Centre; management support; and strategic business and technology planning.

CORPORATE RESOURCES DIVISION

CORPORATE RESOURCES DIVISION — REVENUE 27
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5777

This division provides the following management and administrative services: financial planning, analysis, and control; personnel management; purchasing, accounting, mail, security planning, design and management, communication advisory services; French language services and accommodation management.

ADMINISTRATIVE AND FINANCIAL SERVICES BRANCH — REVENUE 28
33 King St. W., 7th Flr.
Oshawa L1H 8H5
416-433-5999

The branch's Administration Section (433-5297) provides the Ministry with purchasing, storage, mailing, security and other central services.

The Finance Section (433-5915) processes accounts payable, and provides accounting services for all expenditures, including payroll and employee benefits.

COMMUNICATIONS SERVICES REVENUE 29
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5780

Communications Services informs the public, client groups and the media about the Ministry's activities; establishes communications policy; provides communications support to the Minister and Deputy Minister; and advises branches on communications matters. Other activities include audio-visual, photographic, graphics and exhibit services; advertising agency liaison; and publication production/distribution.

Communications Services administers a **library** (433-6135) covering aspects of **tax, property assessment, public finance**, legislation, and government and **business** administration. The Public Information Centre (Ministry **reading room**), attached to the library, provides public access to all Ministry publications, statutes and regulations, and most manuals and internal procedures.

Communications Services also coordinates the Ministry's **French language** and customer service programs.

FINANCE AND PRIORITIES PLANNING BRANCH REVENUE 30
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5667

This branch develops financial and resource systems and plans, prepares estimates, administers operational performance and control (Management by Results), and maintains the resource utilization and control system for the Ministry. In addition, the branch liaises with central agencies, especially Management Board, and provides information and support to the Deputy Minister and senior management.

PERSONNEL SERVICES BRANCH REVENUE 31
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
416-433-6092
Fax 416-433-6588

This branch is responsible for establishing Ministry personnel policies and procedures; creating appropriate classification and compensation levels for employees; recruiting staff; counselling employees; coordinating staff training and development; investigating employee grievances; and handling all matters affecting work conditions and performance. The branch maintains the Ministry's personnel, payroll and employee benefit records. It serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The branch also plans, develops and coordinates the **Employment Equity Program** to improve the status and ensure equal employment opportunities for women, francophones, persons with disabilities, racial minorities, and Native peoples.

PROVINCE OF ONTARIO SAVINGS OFFICE

PROVINCE OF ONTARIO SAVINGS OFFICE REVENUE 32
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5791
Fax 416-433-6519

The Province of Ontario Savings Office (POSO), established in 1922, provides financial services to the public through 21 branches in 15 communities in Ontario. Services consist of the Trillium Daily Interest Savings Account and the regular semi-annual interest sav-

ings account, which are passbook savings accounts with generous chequing privileges; OHOSP (Ontario Home Ownership Savings Plan) Savings Accounts for first time home buyers; and guaranteed investment certificates; safety deposit box rentals; travellers cheques free of service charges to customers; and money orders. POSO loans all deposits received directly to the Treasurer of Ontario for general government purposes and does not make loans to the public sector. Every dollar on deposit is guaranteed by the Province of Ontario. The 21 savings offices are located as follows:

34-36 Talbot St.
Alymer N5H 1J7
519-765-1286
Fax 519-765-1690

171 Colborne St.
Brantford N3T 6C9
519-753-4131
Fax 519-753-7121

153 Wyndham St. N.
Guelph N1H 4E9
519-821-2101
Fax 519-821-2990

2 King St. W.
Hamilton L8P 1A1
416-528-6391
Fax 416-528-8103

1227 Barton St. E.
Hamilton L8H 2V4
416-547-6202
Fax 416-547-4748

353 Richmond St.
London N6A 3C2
519-432-1197
Fax 519-432-7896

171 Sparks St.
Ottawa K1P 5B9
613-566-3700
Fax 613-566-3893

825 2nd Ave. E.
Owen Sound N4K 5P3
519-376-6025
Fax 519-376-1041

40 Pembroke St. W.
Pembroke K8A 6X3
613-732-7821
613-732-3830

49 Main St. S.
Seaforth N0K 1W0
519-527-0210
Fax 519-527-2512

106 King St.
St. Catharines L2R 6W8
416-688-4661
Fax 416-688-0320

134 Queen St.
St. Marys N0M 2V0
519-284-2260
Fax 519-284-2262

328 Bay St.
Toronto M5H 2S7
416-363-7282
Fax 416-363-0896

838 Broadview Ave.
Toronto M4K 2R1
416-463-1117
Fax 416-463-7773

2035 Danforth Ave.
Toronto M4C 1J8
416-698-8320
Fax 416-698-9131

Queen's Park, Rm. M1-40
Macdonald Block
Toronto M7A 2A9
416-965-1785
Fax 416-324-4721

112 St. Clair Ave. W.
Toronto M4V 2Y3
416-925-3887
Fax 416-925-3874

439 University Ave.
Toronto M5G 1Y8
416-965-3891
Fax 416-324-4722

236 Durham St.
Walkerton N0G 2V0
519-881-3321
Fax 519-881-3797

396 Dundas St.
Woodstock N4S 1B7
519-537-8194
Fax 519-537-8844

545 Ouellette Ave.
Windsor N9A 4J3
519-254-4324
Fax 519-254-6270

ACTS

ACTS REVENUE 33

The Ministry of Revenue is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Agricultural Development Finance Act
Assessment Act
City of Toronto 1981 Assessment Complaints Act, 1982
Corporations Tax Act
Employee Share Ownership Plan Act, 1988
Fuel Tax Act, 1981 (in force Sept. 1, 1982)
Gasoline Tax Act
Income Tax Act
Land Transfer Tax Act
Mining Tax Act
Ministry of Revenue Act
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act, 1988
Ontario Pensioners Property Tax Assistance Act
Provincial Land Tax Act
Race Tracks Tax Act
Retail Sales Tax Act
Small Business Development Corporations Act
Succession Duty Act (in force April 10th, 1979)
Succession Duty Act Supplementary Provisions Act, 1980
Tobacco Tax Act

MINISTRY OF SKILLS DEVELOPMENT

101 Bloor St. W., 13th Flr.
Toronto, M5S 1P7
416-967-8300
Fax 416-965-7151

The creation of the Ministry of Skills Development, in March 1985, reflected the Government's urgent need to consolidate skills training, work experience and employment initiatives, and to respond more effectively to labour market adjustment needs.

Thirty-one government training programs were administered by 12 different ministries and agencies, and another 16 youth employment and experience programs were administered by six ministries. Improved coordination of a number of these programs was initiated in 1984 under the umbrella of Ontario Youth Opportunities and the Ontario Skills Fund. The creation of the Ministry of Skills Development extended and consolidated this process.

Upon formation, the Ministry acquired the powers and duties of the Skills Development Division from the Ministry of Colleges and Universities; the Youth Secretariat from the former Secretariat for Social Development; the Office of the Youth Commissioner, Ontario Youth Opportunities and Ontario Skills Fund from the Ministry of Treasury and Economics; the Ontario Manpower Commission from the Ministry of Labour; and the Ontario Youth Employment Program from the former Ministry of Municipal Affairs and Housing.

With the merging of resources, a new framework evolved. The mission of the Ministry is to stimulate changes in the labour market that will contribute to the competitiveness of Ontario businesses, and to help people capitalize on the opportunities that these changes will create.

To fulfill that mission, the Ministry has established six goals: to create a training culture that promotes life-long learning; to work with other groups to eliminate illiteracy; to equip people with appropriate job skills; to encourage federal government labour market adjustment and training support activity which complements that of Ontario; to develop and share labour market expertise; and to contribute to the Ontario Government objective of helping individuals receiving social assistance achieve greater self-reliance and improve their access to employment opportunities.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES — SKILLS 1

101 Bloor St. W., 13th Flr.
Toronto M5S 1P7
416-967-8300
Fax 416-965-7151

Legal services for the Ministry of Skills Development are provided by this unit. It advises the Ministry on the interpretation of statutes and regulations, and prepares and reviews proposed legislation, regulations and other legal documents. General legal services include the drafting of agreements and legal advice on Ministry activities and programs. This unit acts as the **Freedom of Information** coordinator for the Ministry of Skills Development. The unit is responsible to the Ministry of the Attorney General.

COMMUNICATIONS AND MARKETING BRANCH SKILLS 2
101 Bloor St W., 11th Flr.
Toronto M5S 1P7
416-924-8701
Fax 416-963-1000

The Communications and Marketing Branch produces news releases, speeches, publications, and audio visual materials; organizes special events; and disseminates information about the Ministry's programs and services to the media, the general public and Ministry client groups. Coordination of French Language Services is also a branch responsibility.

For copies of publications on youth employment, literacy and skills training programs, write to the branch at the above address.

POLICY AND DEVELOPMENT DIVISION

POLICY AND DEVELOPMENT DIVISION SKILLS 3
101 Bloor St. W., 12th Flr.
Toronto M5S 1P7
416-967-8444
Fax 416-965-7144

The Policy and Development Division, headed by an Assistant Deputy Minister, provides support to the Deputy Minister and senior management in development and coordination of policy, evaluation of programs, negotiation and monitoring of federal training initiatives, interministerial liaison and market research. The Division incorporates three main areas of activity.

The **Policy and Planning Branch** encompasses the Corporate Policy, Policy Development and Access Policy units. It identifies issues, develops options necessary to fulfill the Ministry's mandate, addresses strategic planning concerns, provides policy support and services to the Ministry's program managers, and liaises internally and with other governments and organizations on policy-related matters.

The **Federal/Provincial Relations Group** consists of Policy and Planning units. Planning support for training purchase arrangements under the **Canada-Ontario Agreement on Training**, and policy in areas of training and human resources development involving the Federal Government, are provided by this Group.

The **Labour Market Research Group** undertakes specific **research** and analytical studies of selected occupational areas, industrial sectors and segments of the labour force. The Group also provides a labour market information service that supports ministry activities, and conducts program evaluations.

FINANCE AND ADMINISTRATION DIVISION

FINANCE AND ADMINISTRATION DIVISION SKILLS 4
101 Bloor St. W., 11th Flr.
Toronto M5S 1P7
416-967-8400

This Division provides corporate financial, human resources, audit and administrative services to the Ministry.

SKILLS TRAINING DIVISION

SKILLS TRAINING DIVISION SKILLS 5
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5959
Fax 416-326-5956

The Skills Training Division, headed by an Assistant Deputy Minister, coordinates and administers employer-based training programs under **Ontario's Training Strategy**. Long-term training in skilled occupations through apprenticeship, basic skills and literacy programs for adults are delivered by various agents including Colleges of Applied Arts and Technology. The Division consists of the Training Support Services, Apprenticeship and Literacy Branches.

TRAINING SUPPORT SERVICES BRANCH SKILLS 6
625 Church St., 6th Flr.
Toronto M4Y 2G1
416-326-5400
Fax 416-326-5445

The Training Support Services Branch administers programs which support the **employment training** initiatives of business, industry, labour and individuals.

The **Employer Services Unit** (326-5400) coordinates and supports 52 **Ontario Skills Development Offices**, operated by Colleges of Applied Arts and Technology, which provide expert advice, consulting services, and information on human resource development, as required by Ontario firms. Instructional costs to firms can be offset through incentive funding offered under Ontario Skills to encourage greater participation in training.

The **Community Resources Unit** (326-5400) supports a network of 56 Community Industrial Training Committees which assess community employment needs and training of skilled workers, help implement employer-based training programs and promote the training culture throughout Ontario.

The **Ontario Training Trust Fund Program (OTTFP)** matches 50% of employer/employee contributions made to an approved trust fund over a period of three years, to a maximum of 100,000. Employers may access training services through the Training Hotline (1-800-387-5656).

The **Technologists/Technicians Skills Updating Program** supports specialized training that updates the skills of Ontario's technicians and technologists in areas of new and emerging technologies.

The **TRANSITIONS/Employment Counselling Services** Unit (326-5405) provides older, unemployed workers with access to training. TRANSITIONS offers a training credit for laid-off workers 45 years of age and over. Sixteen (16) Employment Counselling Centres furnish employment counselling, training, and educational information to unemployed adults 25 years and older. Information on both programs is available through the Training Hotline (1-800-387-5656).

APPRENTICESHIP BRANCH SKILLS 7
625 Church St., 4th Flr.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606

The Apprenticeship Branch coordinates long-term, on-the-job industrial and business programs designed to assist employers and individuals in achieving their skills development goals and contributing to Ontario's economic growth.

The Apprenticeship Client Services Section administers and enforces the **Apprenticeship and Tradesmen's Qualification Act** and its regulations, which set standards and conditions of training for employment in regulated trades. **Trade certification** is compulsory for the following: construction (e.g., **electricians, plumbers, refrigeration** and **air-conditioning mechanics, sheet metal workers, steam fitters**, etc.); motive power trades (e.g., **motor vehicle mechanics, auto body repairers**) and service trades (e.g., **hairstylists**). Certification is voluntary for many other regulated trades (e.g., **carpenters, machinists, tool and die makers, mould-makers**). The section is also responsible for competency assessment, curriculum and training standards, and materials for Apprenticeship and Ontario Modular Training Programs.

The Apprenticeship Branch coordinates the **Trades Updating Program** under Ontario's Training Strategy (326-5605), which provides short-term courses to upgrade and/or update the skills of Journeymen.

Industrial Training Consultants located in 27 field offices throughout Ontario assist potential and active trainees, employers and labour representatives with their **skills development** needs, and monitor the effectiveness and efficiency of training programs. Field offices are listed below.

FIELD OFFICES

Ontario Government Bldg.
114 Worsley St.
Barrie L4M 1M1
705-737-1431
If long distance, ask operator
for Zenith 20860

Bell Tower Plaza
365 North Front St., 2nd Flr.
Belleville K8N 5A5
613-968-5558
If long distance, ask operator
for Zenith 20860

14 Holiday Inn Dr.
P. O. Box 1750
Brantford N3T 5V7
519-756-5197
If long distance, ask operator
for Zenith 20860

Ontario Government Bldg.
Oxford St., Box 1511
Brockville K6V 5Y6
613-342-5481
If long distance, ask operator
for Zenith 20860

59 Adelaide St. S.
Chatham N7M 4R1
519-345-9100 ext. 243

St. Lawrence College
Mille Roches Hall
801-4th St. E.
Cornwall K6H 2K2
613-938-9702
If long distance, ask operator
for Zenith 20860

Ontario Government Bldg.
119 King St. W., 7th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7764
If long distance, ask operator
for Zenith 20860

227 2nd St. S.
Kenora P9N 1G1
807-468-3325
If long distance, ask operator
for Zenith 20860

Ontario Government Bldg.
1055 Princess St., Ste. 306
Kingston K7L 5T3
613-545-4338
If long distance, ask operator
for Zenith 20860

520 First St., Unit 19
London N5V 3C6
519-453-7190
If long distance, ask operator
for Zenith 20860

165 Dundas St. W., 4th Flr.
Mississauga L5B 2N6
416-897-1551
If long distance, ask operator for Zenith 20860

Northgate Plaza
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-474-5546
If long distance, ask operator for Zenith 20860

Durham College
J. Building, J201
P. O. Box 385
Oshawa L1H 7L7
416-576-0171
If long distance, ask operator for Zenith 20860

1355 Bank St., Ste. 703
Ottawa K1H 8K7
613-731-7100
If long distance, ask operator for Zenith 20860

Nor-Towne Plaza
220 11th St. E., Ste. 108
Owen Sound N4K 1T9
519-376-5790
If long distance, ask operator for Zenith 20860

315 Pembroke St. E., Rm. 303
Pembroke K8A 3K2
613-735-3911
If long distance, ask operator for Zenith 20860

306 George St. N.
Peterborough K9J 3H2
705-743-4172
If long distance, ask operator for Zenith 20860

Court House Bldg.
59 Church St., Rm. 4124
P. O. Box 1240
St. Catharines L2R 7A7
416-684-8543
If long distance, ask operator for Zenith 20860

1323 Exmouth St., Ste. 203
Sarnia N7S 3Y1
519-542-7705
If long distance, ask operator for Zenith 20860

421 Bay St.
Station Tower, 4th Flr.
Sault Ste. Marie P6A 1X3
705-942-4420
If long distance, ask operator for Zenith 20860

450 Notre Dame Ave.
Sudbury P3C 5K8
705-675-4481
If long distance, ask operator for Zenith 20860

1265 East Arthur St.
West Arthur Place, 4th Flr.
Thunder Bay P7E 6E7
807-475-1605
If long distance, ask operator for Zenith 20860

20 Wilcox St.
Timmins P4N 3K6
705-264-2354
If long distance, ask operator for Zenith 20860

625 Church St., 1st Flr.
Toronto M4Y 2E8
416-326-5800
(Central)

2380A Eglinton Ave. E.
Kenlinton Plaza, Ste. 233
Toronto M1K 5G5
416-750-3531
(East)

421 King St. N.
Waterloo N2J 4E4
519-884-5460
If long distance, ask operator for Zenith 20860

1427 Ouellette Ave., 2nd Flr.
Windsor N8X 1K1
519-254-8654
If long distance, ask operator for Zenith 20860

YOUTH EMPLOYMENT SERVICES BRANCH SKILLS 8
625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5837

The Youth Employment Services Branch administers **youth employment** programs and operates a telephone Hotline (1-800-387-0777) which provides information to youth and employers.

FUTURES, delivered through local youth employment counselling centres and community colleges of applied arts and technology, provides employment-disadvantaged young people with **counselling**, basic life skills and work placements to enhance their skills and employability. Placements are guaranteed for up to one year in exchange for a commitment to educational upgrading.

The **Ontario Summer Employment Program (OSEP)** (1-800-387-1290) subsidizes private sector **employers** in Northern Ontario who create summer jobs for young people. Under the Summer **Experience Program** (1-800-387-0777), ministries offer students career-related employment through government offices and associated community agencies.

Through the **Environmental Youth Corps** (1-800-387-0777) young people have the opportunity to learn about the environment by working for non-government organizations involved in environmental protection, conservation and resource management.

Start-Up (326-5837) encourages entrepreneurial activity among young people to help them develop business skills. **Student Venture Capital** and **Youth Venture Capital**, which operate under the Start-Up program, make **loans** available to **students** for summer businesses, and to youths 18-24 years of age for year-round businesses. More information is available through the toll-free **Youth Hotline** (1-800-387-0777).

The branch funds community-based **Youth Employment Counselling Centres** which help unemployed young people who are socially, economically and/or educationally disadvantaged develop the skills necessary to secure employment.

Youth Trusts (326-5837) are organized through the Special Projects Unit of the branch. These community-based action groups develop and implement plans to reduce youth unemployment at a local level. The **Community Action Fund subsidizes** exceptional employment-related projects and offers limited financial assistance to support Youth Trust activities.

LITERACY BRANCH SKILLS 9
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400

The Literacy Branch assists individuals and communities in developing **literacy** and other basic skills to achieve social, cultural and economic goals. This is accomplished through outreach and advocacy activities, program delivery, and development and support of information referral networks in the field.

The **Ontario Basic Skills Unit** (326-5400) is responsible for the **Ontario Basic Skills Program (OBS)** which assists individuals to overcome barriers to training by providing literacy and numeracy skills. Special support allowances help cover the costs of child care, transportation and accommodation.

The **Community and Workplace Literacy Unit** (326-5400) provides **Ontario Community Literacy (OCL)** grants to community-based literacy programs and regional information and referral services. Stream A supports ongoing services and programs. Stream B funds research, pilot curriculum/material development and start-up projects. Consultants, resources and training for delivery organizations are also provided. Information on liter-

acy programs in Ontario and material for publicizing local programs are available. The **Ontario Basic Skills in the Workplace (OBSW) Program** provides literacy and numeracy skills to workers. A **Special Project Fund (SPF)** is available to encourage innovative approaches to training, and meet special access needs.

ACTS

ACTS SKILLS 10

The Ministry of Skills Development is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Apprenticeship and Tradesmen's Qualification Act
Ontario Youth Employment Act

MINISTRY OF THE SOLICITOR GENERAL

25 Grosvenor St.
Toronto M7A 1Y6
416-965-5212 General Inquiry

The Ministry of the Solicitor General, created in 1972 by an Act of that name, has responsibility for law enforcement and public safety in Ontario. Activities include supervision of the Ontario Provincial Police, the Ontario Police Commission, the Ontario Police Arbitration Commission, the Chief Coroner's Office, the Centre of Forensic Sciences, the Office of the Fire Marshal, Forensic Pathology, and Emergency Planning.

POLICY DEVELOPMENT AND COORDINATION BRANCH — SOL GEN 1

25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-965-2049

The Policy Development and Coordination Branch provides leadership in the identification of issues, and the development and coordination of policy, relating to the Ministry's law enforcement and public safety mandates.

Additionally, the branch is responsible for implementing and managing new program initiatives relating to a wide range of community justice issues, such as family violence, victim assistance training and community services, funding of rape crisis centres and community-oriented policing.

LEGAL BRANCH — SOL GEN 2

25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-3440

Legal services and counselling provided to the Ministry by this branch include: interpretation of statutes and regulations; preparation and review of proposed legislation, regulations, other legal documents and litigation; settlement of claims; acting at court hearings and before administrative tribunals.

RETAIL BUSINESS HOLIDAYS ACT — SOL GEN 3

416-922-5450

The Retail Business **Holidays** Act, referred to as the **"store closing law"**, provides for common days of rest on which retailing is kept to a minimum and leisure time activity is encouraged. The Act is enforced by the police and requires Ontario **retail business** establishments, with certain exemptions, to close each Sunday, New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and December 26th. Municipalities may pass bylaws permitting stores to open or requiring them to close, despite the other provisions of the legislation. For legal problems or authoritative interpretations of the law, refer to the Act (available at Publications Ontario Bookstore, 880 Bay St., Toronto, 326-5320), or consult a lawyer. An explanatory pamphlet can be obtained by writing to: Store Closing Law, 25 Grosvenor St., 1st Floor, Toronto M7A 1Y6. Telephone number 922-5450 provides recorded information on the Act.

COMMUNICATIONS BRANCH SOL GEN 4
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-965-6170

The Communications Branch responds to the media, the public and Ministry staff on questions pertaining to Ministry business. Interviews and news conferences are arranged for the Solicitor General and senior Ministry officials.

The Director, Communications Services Branch, prepares speeches, statements and news releases, and advises the Solicitor General, Deputy Solicitor General and senior Ministry officials on communications and public relations as requested or required. The director also supervises the preparation of the Ministry's annual report.

ADMINISTRATION DIVISION

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH SOL GEN 5
25 Grosvenor St., 12th Flr.
Toronto M7A 1Y6
416-965-8446

The branch provides the Ministry with financial and administrative services.

Financial functions include payroll and expense account services, accounts payable, and control and recording of Ministry expenditures and revenues. The branch liaises with Management Board of Cabinet, the Provincial Auditor and other government ministries and agencies; develops the Ministry's estimates; and performs program analysis and budget control functions. A financial consulting service is provided to operational programs of the Ministry.

Administrative functions include purchasing of goods and services, records advisory service, printing and duplicating, mail and transportation services, and assets management.

HUMAN RESOURCES SERVICES BRANCH SOL GEN 6
8 York St., 2nd Flr.
Toronto M5J 1R2
416-965-1223

The Human Resources Services Branch performs Ministry personnel functions, with the exception of Ontario Provincial Police (OPP) uniformed recruitment, uniformed staff development and staff relations with the Ontario Provincial Police Association (OPPA) which are the responsibility of the OPP Staff Service Branch. Human Resources Services is responsible for civilian recruitment (965-8409) and classification (965-8404); documentation (965-8407) and staff relations (965-1223); Employee Benefits (965-6784); attendance and workers' compensation (965-6133); and Human Resources Programs (965-2127). For other functions, contact 965-1223. The branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the establishment of Ministry human resource policies and procedures, and appropriate classification and compensation levels for all Ministry employees; staff recruitment, training and development; employee counselling; investigation of employee grievances; and all matters affecting working conditions and performance. The branch maintains the Ministry's personnel and employee benefit records, and provides liaison between the Ministry and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

ACCOMMODATION SERVICES BRANCH SOL GEN 7
125 Lakeshore Blvd. E.
Toronto M5E 1P6
416-965-3931

Mailing Address:
90 Harbour St.
Toronto M7A 2S1

The Accommodation Services Branch provides all Ministry agencies with coordinating services for **buildings, properties**, leasing and parking requirements.

INTERNAL AUDIT BRANCH SOL GEN 8
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-5020

The Internal Audit Branch is responsible for the Ministry's audit functions, which include the review and appraisal of financial, management and EDP controls.

EMPLOYMENT EQUITY PROGRAM SOL GEN 9
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-3093

The Employment Equity Program Office plans, develops, and coordinates programs within the Ministry of the Solicitor General to achieve equality in employment for women, racial minorities, persons with disabilities, aboriginal peoples and francophones. Consultative services are provided to Ministry managers, police forces and fire departments to assist them in implementing employment equity programs. Firefighting and policing brochures and posters are also available.

FRENCH LANGUAGE SERVICES SOL GEN 10
25 Grosvenor St., 10th Flr.
Toronto M7A 1V6
416-963-3694

This office advises the Deputy Minister and management on the provision of French language services within the framework of Ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet Ministry obligations under the French Language Services Act, 1986. The office also assists divisions and branches with implementation of the Act; liaises with francophone associations to meet the needs and concerns of the Franco-Ontarian community; disseminates information on the availability of Ministry services in French; and co-ordinates the standardization of bilingual Ministry terminology.

SERVICES EN FRANÇAIS

Le bureau des services en français conseille le sous-ministre et la haute direction du ministère au sujet de la mise en place des services en français dans le cadre de ses programmes et ses activités et veille à la prestation efficace de ces services; élabore des politiques et des plans de mise en oeuvre pour rencontrer les obligations du ministère en vertu de la Loi de 1986 sur les services en français; appuie les divisions et directions du ministère en ce qui concerne la mise en oeuvre de la Loi; maintient un réseau de communication avec les associations francophones sur les besoins de la collectivité franco-ontarienne; distribue de l'information au sujet des services du ministère qui sont disponibles en français et s'occupe de normaliser la terminologie relative aux activités du ministère.

PUBLIC SAFETY DIVISION

EMERGENCY PLANNING ONTARIO SOL GEN 11
27 Carlton St., 5th Flr.
Toronto M5B 1L2
416-965-6708
Fax 416-340-2298

This office's functions include: advising the Cabinet Committee on Emergency Measures; assisting and encouraging municipalities in the development of **emergency** plans and exercises; administering tasks set forth in the Province of Ontario **Nuclear** Emergency Plan; coordinating the planning for those categories of emergency assigned to the Solicitor General; and monitoring other provinces' emergency plans. The office also facilitates inter-ministry/agency coordination in emergency planning and operations; liaises with and assists federal, provincial, municipal and private sector contributors meeting emergencies in Ontario; arranges for the loan of films/videotapes from the Canadian Emergency Prepared College in Arnprior; organizes attendance at emergency planning courses/seminars held at the College and processes applications/claims for funds made available by the Federal government for emergency planning and preparedness under the **Joint Emergency Preparedness Program (JEPP)**.

CENTRE OF FORENSIC SCIENCES SOL GEN 12
25 Grosvenor St., 2nd Flr.
Toronto M7A 2G8
416-965-2561

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains **breathalyzers**, and trains operators (965-9507). A **library** offers **educational** programs and materials for persons and agencies using **forensic** science services.

OFFICE OF THE FIRE MARSHAL SOL GEN 13
ADMINISTRATIVE SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4868
Fax 416-965-7620

The Administrative Services Section provides financial, human resources, purchasing and general management support services to the Office of the Fire Marshal (OFM). Preparation and monitoring of budgets for thirteen cost centres within Fire Safety Services is coordinated by the section. It is also responsible for the requisitioning, placement, repair/maintenance and retirement of all 220 OFM **vehicles**, and the management of all related vehicle records.

Other services include central filing, inventory control, stock and stationery, supplies and equipment requisitioning, as well as the provision of mail distribution, shipping facilities and staff training and development.

OFFICE OF THE FIRE MARSHAL SOL GEN 14
TECHNICAL, RESEARCH AND CONSULTING
SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4851/55

Technical, Research and Consulting Services provides technical support in the investigation of fires, and **research** aimed at determining causes of fire. This office issues **licences**

to installers of **lightning rods** and inspects installations; advises ministries and agencies on, and participates in the development of **fire** legislating standards; assesses results of product tests for fire **safety**; and approves plans for government-funded **buildings**, including institutions and **hotels**. Activities include administering the **Fire Code Commission** and **Ontario Fire Code Regulation 67/87**, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of **radioactive** material in Ontario.

OFFICE OF THE FIRE MARSHAL SOL GEN 15
FIRE INVESTIGATION SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4861/4865

Fire Investigation Services investigates the causes of **fires** involving a **death** or large loss, a possibility of **arson**, or a **gaseous** explosion, and assists Crown attorneys and coroners dealing with these matters. Telephone numbers for fire investigators and the areas they serve are listed below. If an investigator is not available, notify senior investigators at the Toronto office above during normal business hours. If investigators are required between 1700 hours on Friday and 0800 hours on Monday or on statutory holidays, requests should be directed to the **Regional Dispatch Centres** listed below:

District No. 1 Cottam
519-839-4566
Weekends & Holidays
Regional Dispatch Centre
Chatham Fire Department
519-352-3660
(City of Windsor)

District No. 2 Chatham
Weekends & Holidays
Regional Dispatch Centre
Chatham Fire Department
519-352-3660
(County of Kent and Essex)

District No. 3 London
519-473-9193
Weekends & Holidays
Regional Dispatch Centre
Chatham Fire Department
519-352-3660
(Counties of Elgin, Middlesex and Oxford)

District No. 4 Hamilton
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-522-1313
(Brant County, the Region of Haldimand-Norfolk)

District No. 5 Hamilton
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-522-1313
(City of Hamilton)

District No. 6 Grimsby
416-945-1086
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-522-1313
(Region of Niagara west of Regional Road #24 and the Region of Hamilton-Wentworth outside city of Hamilton)

District No. 7 St. Catharines
416-937-0134
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-937-0134
(Region of Niagara east of Regional Road #24)

District No. 8 Kitchener
519-741-0062
Weekends & Holidays
Regional Dispatch Centre
City of Chatham Fire Dept.
519-352-3660
(Region of Waterloo, Wellington County south of No. 9 Highway)

District No. 9 Mount Forest
519-323-4678
Weekends & Holidays
Regional Dispatch Centre
City of Chatham Fire Dept.
519-352-3660
(Counties of Huron, Bruce, Grey, Perth, Lambton and Wellington north of No. 9 Highway)

District No. 10 Mississauga
416-822-0464
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Dept.
416-522-1313
(Region of Peel, and Halton)

District No. 12 Belleville
613-969-0381
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Counties of Northumberland, Hastings, Victoria, Peterborough and Prince Edward)

District No. 13 Kingston
613-389-0839
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Counties of Frontenac, Lennox and Addington, Leeds and Grenville)

District No. 14 Cornwall
613-528-4576
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Counties of Prescott & Russell and Stormont, Dundas and Glengarry)

District No. 15 Ottawa
613-825-0336
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(City of Ottawa)

District No. 16
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-674-8160
(County of Simcoe, Districts of Muskoka, Parry Sound, Haliburton and Nipissing South of Highway No. 17)

District No. 17 Sudbury
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-969-5630
(District of Nipissing, north of Highway 17,
Manitoulin, and Sudbury, south of Highway 560 including the Region of Sudbury)

District No. 18 Sault Ste. Marie
705-949-1904
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-674-8160
(District of Algoma)

District No. 19 Thunder Bay
807-475-4354
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-475-4354
(Districts of Thunder Bay, Rainy River and Kenora)

District No. 20 Metropolitan Toronto
East of Yonge St. and Region of Durham
08:00 hours to 16:15 hours
Monday to Friday
416-965-4861
Weekends, Holidays and Evenings
Central Dispatch
Toronto Fire Department
416-363-2138
(Metropolitan Toronto, West of Yonge St. Region of York, West of Hwy. #11.)

District No. 21 Metropolitan Toronto
West of Yonge St., Region of York
08:00 hours to 16:15 hours
Monday to Friday
416-965-4861
Evenings, Weekends and Holidays
Central Dispatch
Toronto Fire Department
416-363-2138
(Metropolitan Toronto, East of Yonge St. Region of York, East of Hwy. #11 and Region of Durham)

District No. 22 Timmins
705-235-2550
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-674-8160
(Districts of Cochrane and Timiskaming, and Sudbury north of Highway 560)

District No. 23
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Region of Ottawa-Carleton, excluding the City of Ottawa, Lanark and Renfrew Counties)

OFFICE OF THE FIRE MARSHAL — SOL GEN 16
FIRE SAFETY AND INSPECTION SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-963-1965

Fire Safety and Inspection Services provides **fire** safety, inspection and advisory services to a variety of facilities, including **hotels, homes for special care**, motion picture **theatres**, **homes for the aged** and **nursing homes**. Not all individual establishments of the types listed are serviced by the Office of the Fire Marshal. In addition, an **Inspection and Public Education Assist Program** is provided for volunteer and small composite fire departments. There are 60 regional offices located throughout the province. For information, call the head office in Toronto at the above number.

OFFICE OF THE FIRE MARSHAL — SOL GEN 17
FIRE ADVISORY SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4857

Fire Advisory Services assists **municipalities** in establishing **fire** departments, conducts fire protection **surveys**, and makes recommendations to municipal councils for improving the standards of fire prevention and fire fighting services. The office prepares fire fighting equipment specifications; assists fire departments in developing and improving their fire prevention and training programs; and develops and monitors **Northern Ontario** fire protection programs, providing related **statistics**.

Fire Advisory Services also administers the **Provincial Auto Extrication Grant Program** to assist municipalities in purchasing equipment for rescuing traffic **accidents** victims. Training in hazardrous materials and advice on response incidents are provided to fire department personnel.

Headquarters
7 Overlea Blvd.
Toronto M4H 1A8
416-965-4857
Fax 416-965-7620

Northern Fire Protection Complex
Provincial Government Offices Rd.
P. O. Box 2220
Sudbury P3A 4S1
705-522-5866
Fax 416-522-8635
(Unorganized Communities and Sudbury District and Manitoulin District)

Barrie District
44 Carol Rd.
Barrie L4N 3P7
705-722-1199
(County of Simcoe District of Muskoka)

Belleville District
221 North Park St.
Belleville K8P 4T9
613-966-1972
(Counties of Hastings, Northumberland & Prince Edward)

Chatham District
120 Llydican Ave. Extn.
Chatham N7L 3E6
519-351-6227
(Counties of Essex, Kent & Lambton)

Dryden District
12 Sandy Lane
Dryden P8N 3A5
807-223-2559
(District of Kenora)

Fort Francis District
1029 Portage Ave.
Fort Francis P9A 2B1
807-274-6886
(District of S/W Kenora and Rainy River)

Kapuskasing District
27 Golf St.
Kapuskasing P5N 2N5
705-335-6685
(District of Cochrane)

Kingston District
612 Davis Dr.
Kingston K7M 7P1
613-384-1315
(Counties of Frontenac, Leeds & Grenville, Lennox & Addington)

London District
162 Whisperwood Ave.
London N6K 4C6
519-657-5265
(Counties of Elgin, Huron & Middlesex)

New Liskeard District
Box 2502, Conc. 2
Harris Twp.
New Liskeard P0J 1P0
705-647-4935
(District of Timiskaming)

Niagara District
11 Charles St.
Simcoe N3Y 1Z5
519-426-8112
(Regions of Haldimand-Norfolk, Hamilton-Wentworth, Niagara & County of Brant)

North Bay District
737 Tackaberry Dr.
North Bay P1B 4R7
705-476-8868
(District of Nipissing)

Ottawa District
349 Montgomery St.
Vanier K1L 7X1
613-749-4401
(Region of Ottawa, Counties of Prescott & Russell, & Stormont, Dundas & Glengarry)

Owen Sound District
R. R. 2
Kemble N0H 1S0
519-371-4311
(Counties of Bruce, Dufferin & Grey)

Parry Sound District
5 Waubuno Rd.
Parry Sound P2A 2B3
705-746-4827
(District of Parry Sound)

Peterborough District
Fairbairn St., R. R. 2
Peterborough K9J 6X3
705-748-5062
(Region of Durham, Counties of Haliburton, Peterborough & Victoria)

Renfrew District
863 Kedrosky Dr.
Renfrew K7V 4C8
613-432-8674
(Counties of Lanark & Renfrew)

Sault Ste. Marie District
247 Glen Ave.
Sault Ste. Marie P6A 5E3
705-942-6610
(District of Algoma)

Thunder Bay District
113 Dorothy St.
Thunder Bay P0T 1W0
807-475-9455
(District of Thunder Bay)

Waterloo District
617 Pine Island Cres.
Waterloo N2V 1M5
519-885-5988
(Region of Waterloo, Counties of Perth, Wellington and Oxford)

York-Metro District
357 Harewood Blvd.
Newmarket L3Y 6S5
416-898-6304
(Regions of Metropolitan Toronto, York, Halton & Peel)

OFFICE OF THE FIRE MARSHAL — SOL GEN 18
PUBLIC INFORMATION
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4871

The Public Information Unit provides **information services** on **fire** prevention and public **safety**. Articles and information are released to the news media, and **municipal** fire departments are supplied with technical, legal and educational publications for public distribution. The unit also publishes fire loss **statistics**, and makes **films** and **audio-visual** materials available to community groups, corporations, fire departments and interested members of the public.

OFFICE OF THE FIRE MARSHAL — SOL GEN 19
STATISTICAL SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-5524

Statistical Services compiles information from approximately fifteen thousand occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central **computer** system which provides **statistical** and investigation information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile **"Fire Losses in Ontario"**, **published** annually.

OFFICE OF THE FIRE MARSHAL SOL GEN 20
ONTARIO FIRE COLLEGE
Muskoka Rd. 18
P. O. Box 850
Gravenhurst P0C 1G0
705-687-2294 General Inquiry
705-687-2294 Principal
705-687-3419 Registrar
Fax 705-687-7911

The Ontario Fire College offers in-residence courses of study in fire protection technology to **municipal fire** department officers. Together with Fire Advisory Services, the college conducts regional training for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to county mutual fire aid associations.

OFFICE OF THE CHIEF CORONER SOL GEN 21
26 Grenville St., 2nd Flr.
Toronto M7A 2G9
416-965-6678
Fax 416-324-3766
After Hours: 416-965-6006

Coroners investigate sudden and unexpected **deaths**; inform the public about prevention of similar deaths; order **autopsies** for medico-legal reasons; conduct **inquests**; and sign certificates for **cremation** and for shipment of bodies out of Ontario. The office administers the **Human Tissue Gift Act** and the **Anatomy Act**, concerning donation of **bodies** or parts of bodies for transplants, medical education or scientific research. Adults may give consent by signing the donor section of **driver licences** or a donor card available from the Office of the Chief Coroner; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. For information, contact the Office of the Chief Coroner listed above or regional coroners listed below.

Regional Coroner
General Delivery
P. O. Box 10027
Bracebridge P0B 1C0
Fax 705-645-1694
(Northeastern)

Regional Coroner
P. O. Box 3000
Dryden P8N 3B3
807-223-6956
(Northwestern Region)

Regional Coroner
1500 MerivaLe Rd.
Nepean K2E 6Z5
613-239-1251
(Eastern Region)

Regional Coroner
P. O. Box 2297
Orillia L3V 6S2
705-326-8400
(South Georgian Bay Region)

Regional Coroner
555 George St. N.
Peterborough K9H 3S1
705-745-9887
(Central Region)

Regional Coroner
P. O. Box 604
Sarnia N7T 7J4
519-344-1180
(Southwestern Region)

Regional Coroner
P. O. Box 580
St. Catharines L2R 6W8
416-682-9209
(Niagara Region)

Regional Coroner
26 Grenville St.
Toronto M7A 2G9
416-965-6678
(Metro Toronto Region)

FORENSIC PATHOLOGY BRANCH SOL GEN 22
26 Grenville St.
Toronto M7A 2G9
416-965-1554

The Forensic Pathology Branch assists in determining the cause of **death** in unusual circumstances, and in unveiling concealed homicides through **autopsies**, biological and other techniques of **forensic science**. The branch supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing **education** in legal medicine and investigation of sudden death.

POLICING SERVICES DIVISION

POLICING SERVICES DIVISION SOL GEN 23
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The Policing Services Division is responsible for promoting policing excellence through training, technical assistance, the development of professional standards and new programmes, and for providing an advisory and liaison service to the police community. The adequacy of these programmes and the quality of municipal police service in Ontario are ensured by conducting audits and investigations. Law enforcement is assisted by the maintenance of the **Criminal Intelligence Service of Ontario**.

ONTARIO POLICE COLLEGE SOL GEN 24
P. O. Box 1190
Aylmer N5H 2T2
519-773-5361
Fax 416-773-5762

The Ontario Police College is designed to provide a complete training program for Ontario **police** forces, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual force level. Distribution of annual publications (e.g., Calendar of Courses, Police **Education** Report, etc.) is restricted to those police forces, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel.

POLICE SUPPORT PROGRAMS BRANCH SOL GEN 25
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The Police Support Programs Branch serves as the operational arm of the Policing Services Division. Branch officers carry out regular inspections of all **municipal** forces to ensure operational and administrative adequacy, as required by the **Police Act** of

Ontario. A wide range of advisory services on all **police** matters is available to governing authorities and their respective police forces.

STANDARDS AND NEW PROGRAMS BRANCH SOL GEN 26
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The branch provides a variety of support services with regard to information, statistics, workload studies and resources assessment in municipal police forces. The Program Development Section, within the branch, provides a range of community-based initiatives such as crime prevention, R.I.D.E., and community policing.

The Standards Section promotes the development of standards of performance, practices and procedures for police forces in Ontario.

TECHNICAL SERVICES BRANCH SOL GEN 27
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-3281
Fax 416-963-2089

The branch gives technological support and advice to all accredited **police** forces in Ontario. The Program Development Section is involved in the **Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC)**, **Canadian Police Information Centre (CPIC)** network management, computer systems for police, and digital **communications** technology. Communications Services assists in upgrading voice communications facilities for the **Integrated Radio Services Program (IRSP)**. Under this program, the branch administers **grants** for new **radio** systems to police forces of **municipalities**. Operational Support Services assists forces with the operation of support systems, such as the Canadian Police Information Centre (CPIC).

ONTARIO PROVINCIAL POLICE

PROFESSIONAL STANDARDS BRANCH SOL GEN 28
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-2264

The Professional Standards Branch assists the Commissioner in administering internal **employee** issues, discipline procedures, and resolution of **public complaints** (965-0282) relating to Ontario Provincial Police employees, auxiliary **police** members, **Ontario Government Protective Service** employees and Indian reserve special constables. The branch also investigates **Police Act** offences (965-0282), prepares Police Act **trials**, and administers the OPP honours and **awards** program (965-4406).

DEPUTY COMMISSIONER-SERVICES

POLICY AND PLANNING BRANCH SOL GEN 29
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-2542

The Policy and Planning Branch provides management and operational research, and developmental support to Ontario Provincial Police (OPP) management and the Minis-

try in the areas of policy and procedures, manual systems and **statistical** analysis.

PROGRAM EVALUATION BRANCH SOL GEN 30
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4434

The Program Evaluation Branch conducts comprehensive **audits** of the programs and activities of the Ontario Provincial Police (OPP). This ensures that the aims of senior management are being met through effective and efficient utilization of resources. The branch also undertakes special studies, assignments and inspections.

ADMINISTRATIVE SERVICES DIVISION

TRAINING BRANCH SOL GEN 31
PROVINCIAL POLICE ACADEMY
Queen St. W. & McLaughlin Rd. S.
P. O. Box 266
Brampton L6V 2L1
416-459-4193
416-965-4818
416-965-4904

The Training Branch is responsible for the design and delivery of **police** training courses, including recruitment, advanced law enforcement and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal, and police dogs; gives in-service lectures for field personnel; and coordinates the attendance of all members at training courses conducted by other agencies. The Academy has a **library** service for members, and an **audio-visual** unit which produces a variety of programs for the OPP.

STAFF SERVICES BRANCH SOL GEN 32
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4468

The Staff Services Branch administers personnel services to the Ontario Provincial Police (OPP). The Uniform Recruitment Section (965-4468) handles uniformed staff recruitment. The Staff Development Section (965-4468) provides staff development, management training courses, promotional process-performance reviews and position description maintenance. The Resource Deployment Section (965-8219) coordinates postings and transfers within the Force, maintains a computerized human resource inventory, and handles statistics and uniformed staff personnel records. The Staff Relations Section (965-4468) offers service to OPP staff and families, counsels employees with problems affecting performance, and liaises with the **Ontario Provincial Police Association**.

INFORMATION SERVICES BRANCH SOL GEN 33
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-3846

The Information Services Branch provides the general public with a contact point for inquiries and information on the Ontario Provincial **Police**. The branch also provides a comprehensive police/public/media relations and information network throughout the

Ontario Provincial Police Force by means of the following units: Media Relations, News Bureau, General Information Service, Creative Services - O.P.P. Review Magazine, and Force Central **Library**.

RECORDS MANAGEMENT BRANCH SOL GEN 34
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4456

The Records Management Branch maintains administrative files, and provides microfilming, varityping, printing and mail services for the OPP. The **Criminal Occurrence Registry** disseminates data on criminals and their activities, to assist in identifying perpetrators of unsolved crime. The **Freedom of Information** Services Section administers the Freedom of Information & Protection of Privacy Act within the Ministry, including the O.P.P.

SUPPORT SERVICES DIVISION

TRANSPORT BRANCH SOL GEN 35
ONTARIO PROVINCIAL POLICE
128 Queen's Quay E.
Toronto M5E 1T8
416-965-4477
Fax 416-324-4480

The Transport Branch provides and maintains mobile equipment to meet Ontario Provincial **Police** (OPP) **transportation** needs. A branch garage is located at the OPP district headquarters in Thunder Bay (807-344-6831). A helicopter hangar is maintained at the Academy in Brampton (416-965-4818). For addresses of OPP district headquarters, see the OPP Field Districts entry.

QUARTERMASTER STORES BRANCH SOL GEN 36
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4485

The Quartermaster Stores Branch stocks and distributes uniforms, equipment, and forms used by the Ontario Provincial Police (OPP), the **Ontario Government Protective Service**, Native peoples policing and auxiliary **police**. A repository is maintained for **weapons** which have been seized by police forces throughout the Province, and cleared by the courts for disposal.

COMPUTER & TELECOMMUNICATIONS BRANCH SOL GEN 37
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-2638 Computer operations
416-965-4445 Telecommunications operations

The Computer & Telecommunications Branch provides operational support to the Ontario Provincial Police (OPP), and other law enforcement agencies, through the maintenance, operation and delivery of computing and telecommunications equipment, user programs and related support services.

Responsibility for all aspects of the Ontario Police Information Centre (OPIC) rests with the branch. It manages the Ontario Criminal Intelligence Information System (OCIIS) on behalf of Criminal Intelligence Services of Ontario (CISO). The branch also provides

the OPP with a **communications** system by operating the OPP **radio** system, the **Canadian Police Information Centre** (CPIC) computer terminals (965-4773) and the **Police Automated Registration Information System (PARIS)**. Maintenance and auditing of these systems, improvement of the radio system, and coordination of all **telephone** requirements are performed by the branch. It houses the **Suspension Control Centre**, which provides driver licence suspension information to police forces within the province.

DEPUTY COMMISSIONER-FIELD OPERATIONS

FIELD COORDINATION BRANCH SOL GEN 38
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4890

The Field Coordination Branch provides coordination and liaison for the Field Operations Division and 16 districts. The branch consists of four sections which are described separately.

FIELD COORDINATION BRANCH SOL GEN 39
FIELD ADMINISTRATION SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St., 3rd Flr.
Toronto M7A 2S1
416-965-8139

This section coordinates the following programs and activities on a province-wide basis: Crime Stoppers, Detachment Planning, Community-Based Policing, Search and Rescue, Selective Initial Response, Crowd Management, Court Officers, Industrial Labour Relations, Emergency Planning, the LE88 Contact Card Program, and the Field Operations Budget. Program development and ongoing support, as well as Field Operations delivery of service projects, are undertaken by this section.

FIELD COORDINATION BRANCH SOL GEN 40
FIELD SUPPORT SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4400

The Field Support Section administers the OPP **Auxiliary Police Program**. Members of the auxiliary are utilized to augment the regular force and to assist with regular police duties. Requirements for membership are similar to those of the regular force, and interested persons may apply at local Ontario Provincial Police (OPP) detachments. The branch monitors the training and operational aspects of regular force Tactics and Rescue Units, Canine Units, Underwater Search and Recovery Units, Explosives Disposal Units, District Crime Squads, OPP Running and Shooting Teams, the Helicopter Unit and the Crisis Negotiator. Ontario Provincial Police district headquarters and detachments are listed under the OPP Field Districts entry.

FIELD COORDINATION BRANCH SOL GEN 41
TRAFFIC AND MARINE SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-5444

The Traffic and Marine Section provides traffic resource expertise for the Ontario Provincial Police (OPP) and other police forces. Investigations of serious **motor vehicle** collisions are monitored to ascertain **accident** causation and determine means to make **highways** safer. The section develops, coordinates and maintains effective and efficient **traffic** enforcement programs to reduce traffic collisions and associated losses.

Section responsibilities include enforcing the Transportation of **Dangerous Goods Enforcement Program**, managing the **Waterways Policing Program**, and liaising with the Ministry of Natural Resources and the Canadian Coast Guard on marine matters within the province.

District headquarters and detachments are listed under the OPP Field Districts entry. In case of an emergency, the OPP can be contacted through the telephone operator by asking for Zenith 50000.

FIELD COORDINATION BRANCH SOL GEN 42
COMMUNITY SERVICES SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4474

The Community Services Section develops and administers **crime** prevention and **safety** programs for the Ontario Provincial Police. Program delivery is handled by the field offices listed under the Ministry of the Solicitor General OPP Field Districts entry.

In addition, this section is responsible for the selection, training, scheduling and coordinating of the Force Pipe and Drum Band.

INDIAN AND MUNICIPAL POLICING BRANCH SOL GEN 43
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4308

The Indian and Municipal Policing Branch is responsible for First Nations policing in Ontario, as well as **municipal policing** contracts. Programs include the appointment of special constables, at the request of **Indian Band Councils**, to supplement the policing on their particular reserves. The Ontario Provincial Police (OPP) administer the training, salary and equipment of special constables through the provisions of a **federal-provincial tri-partite** cost-sharing agreement. Municipal policing agreements are drawn up between various municipalities and the Ministry of the Solicitor General. District headquarters and detachments are listed in the OPP Field Districts entry.

FIELD DISTRICTS SOL GEN 44
ONTARIO PROVINCIAL POLICE

Ontario Provincial Police (**OPP**) field operations are undertaken through 16 districts and 180 detachments, listed below. The district commander is responsible for OPP activities within each district, and heads an internal administration unit. Each district headquarters has **criminal**, **traffic** and **identification** units and a community services coordinator. With

the exception of the community services coordinator, district headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative **policing** services within their particular detachment area. In **emergencies**, the OPP can be contacted through the telephone operator by asking for Zenith 50000.

DISTRICT HEADQUARTERS

800 Yonge St.
P. O. Box 2500
Aurora L4G 6J8
416-841-5777
(District 5)

20 Rose St.
Box 550
Barrie L4M 4T7
705-726-2220
(District 7)

400 North Front St.
Box 148
Belleville K8N 4Z9
613-968-5547
(District 9)

1160 North Shore Blvd. E.
Box 5021
Burlington L7R 3Y8
416-681-2591
(District 3)

535 Park Ave. E.
Chatham N7M 5L6
519-352-7660
(District 1)

222 Water St.
Box 1080
Kenora P9N 3X7
807-468-3357
(District 17)

823 Exeter Rd.
London N6E 1W1
519-681-0851
Fax 519-685-5683
TDD 1-800-265-7198
If long distance dial
1-800-265-7191 (emergencies)
(District 2)

Mille Roches Rd.
Box 430
Long Sault K0C 1P0
613-534-2209
(District 11)

630 Main St. N.
Box 250
Mount Forest N0G 2L0
519-323-4070
(District 6)

Chippewa & Rose Ave.
Box 686
North Bay P1B 8J8
705-476-5200
Fax 705-476-9291
(District 12)

75 Dufferin St.
Box 160
Perth K7H 3E3
613-267-6780
Fax 613-267-3524
(District 10)

453 Lansdowne St. E.
Box 477
Peterborough K9J 6Z6
705-748-5522
(District 8)

740 Great Northern Rd.
Box 399
Sault Ste. Marie P6A 5M1
705-254-4361
(District 14)

Hwy. 101
Box 700
South Porcupine P0N 1H0
705-235-3255
(District 15)

Hwy. 69 S., McFarlane Lake
Box 6600, Postal Stn. "A"
Sudbury P3A 4S2
705-522-0629
Fax 705-522-9180
(District 13)

489 N. Algoma St.
Box 3080
Thunder Bay P7B 5G5
807-344-0891
(District 16)

DETACHMENTS

Box 965
Alliston L0M 1A0
705-435-5531

Box 640
Almonte K0A 1A0
613-256-2222

Box 23
Malden Twp.
Amherstburg N9V 2Z2
519-736-3483

Loyalist Plaza
3 Manitou Cres. W.
Amherstview K7N 1S3
613-389-8601

Box 10
Apsley K0L 1A0
705-656-4431

Box 10
Armstrong P0T 1A0
807-583-2394

Town Hall, Box 337
Arnprior K7S 3H6
613-623-3131

Box 130
Atikokan P0T 1C0
807-597-2120

Box 281
Bala P0C 1A0
705-762-3304

Box 640
Bancroft K0L 1C0
613-332-2112

Box 550
Barrie L4M 4T7
705-726-6484

Box 180
Beardmore P0T 1G0
807-875-2125

Box 860
Beaverton L0K 1A0
705-426-7366

Box 308
Belle River N0R 1A0
519-728-1810

Box 148
Belleville K8N 4Z9
613-968-6495

Box 387
Blenheim N0P 1A0
519-676-3300

Box 400
Blind River P0R 1B0
705-356-2244

Box 510
Bracebridge P0B 1C0
705-645-2211

Box 220
Bradford L3Z 2A8
416-775-3326

Box 334
Brantford N3T 5N3
519-753-4161

Box 117
Brighton K0K 1H0
613-475-1313

Box 130
Still River
Britt P0G 1A0
705-383-2231
Fax 705-383-2516

Parkedale Ave.
Brockville K6V 5T6
613-345-1790

Box 514
Burk's Falls P0A 1C0
705-382-2015

Box 5021
Burlington L7R 3Y8
416-681-2511

General Delivery
Caledon East L0N 1E0
416-584-2241
416-454-0552

Box 2280
Cambridge N3C 3P8
519-654-0150

Box 790
Campbellford K0L 1L0
705-653-3300

West Carleton Detachment
West Carleton Twp.
Box 98
Carp K0A 1L0
613-839-5566

Box 337
Casselman K0A 1M0
613-764-5415

Box 148
Cayuga N0A 1E0
416-772-3322
416-529-8708

Box 70
Central Patricia P0V 3A0
807-928-2211

Box 250
Chapleau P0M 1K0
705-864-1715

Box 990
Chatham N7M 5L6
519-352-1122

Box 329
Coboconk K0M 1K0
705-454-3311

Box 8
Cobourg K9A 4K2
416-372-5421

Box 98
Cochrane P0L 1C0
705-272-4391

Box 340
Dowling P0M 1R0
705-855-4525

Box 550
Dryden P8N 2Z2
807-223-2221

Box 9
Dutton N0L 1J0
519-762-2833

Box 126
Ear Falls P0V 1T0
807-222-3112

Third St.
Elk Lake P0J 1G0
705-678-2226
Fax 705-678-2267

6 Oakland Blvd.
Box 201
Elliot Lake P5A 2J7
705-848-2738
705-848-6585

Box 189
Elmvale L0L 1P0
705-322-2424

Box 353
Emo P0W 1E0
807-482-2070

Box 1019
Englehart P0J 1H0
705-544-2233
Fax 705-544-8188

Box 1123
Espanola P0P 1C0
705-869-1211

Box 910
Essex N8M 2Y2
519-776-5276

Box 1720
Exeter N0M 1S0
519-235-1300

Box 160
Foleyet P0M 1T0
705-899-2456

Box 130
Forest N0N 1J0
519-786-2349

Box 130
Gananoque K7G 2T7
613-382-2195

Geraldton P0T 1M0
807-854-1333

Box 306
Glencoe N0L 1M0
519-287-2620

Box 6
Goderich N7A 3Y5
519-524-8314

Box 40
Gogama P0M 1W0
705-894-2345

Box 224
Gore Bay P0P 1H0
705-282-2621

Box 460
Pinery Park
Grand Bend N0M 1T0
519-243-2735

General Delivery
Grassy Narrows P0X 1B0
807-925-2221

218 Bristol St.
Guelph N1H 3M4
519-822-7250

Box 458
Haileybury P0J 1K0
705-672-3323

Box 305
Hawkesbury K6A 2R9
613-632-2729

Box 608
Hearst P0L 1N0
705-362-4245

Box 10
Hornepayne P0M 1Z0
807-868-2315/19

Box 1056
Huntsville P0A 1K0
705-789-5551

Box 158
Ignace P0T 1T0
807-934-2265

Box 388
Iroquois Falls P0K 1E0
705-232-4087

Box 10
Kakabeka Falls P0T 1W0
807-577-4226

Box 10
Kaladar K0H 1Z0
613-336-2244

R. R. 2
Shabaqua
Kaministiquia P0T 1X0
807-933-4462

Box 13490
Kanata K2K 1X6
613-592-6061

Box 277
Kapuskasing P5N 2Y4
705-335-2238

Box 160
Kemptville K0G 1J0
613-258-3441

Box 1080
Kenora P9N 3X7
807-468-8971

Hwy. 60, R. R. 2
Killaloe K0J 2A0
613-757-2600

St. Charles St.
Killarney P0M 2A0
705-287-2881

Box 40
Kincardine N0G 2G0
519-396-3341

Box 37, Stn. "A"
Kingston K7M 6P9
613-384-2400

Kingston Municipal Det.
Box 37, Stn. "A"
Kingston K7M 6P9
613-384-4700

2021 Division Rd. N.
Gosfield South Twp.
Kingsville N9Y 2Y9
519-733-2345

Box 246
Kirkland Lake P2N 3H7
705-567-5355

Box 160
Lancaster K0C 1N0
613-347-2449

21 Angeline St. N.
Lindsay K9V 5B7
705-324-6741

Box 70
Lion's Head N0H 1W0
519-793-3332

Box 160
Listowel N4W 3H2
519-291-1414

Box 490
Little Current P0P 1K0
705-368-2200

823 Exeter Rd.
London N6E 1W1
519-681-0300

Box 430
Mille Roches Rd.
Long Sault K0C 1P0
613-534-2223

Box 218
Longlac P0T 2A0
807-876-2248

Box 269
Lucan N0M 2J0
519-227-4423
Fax 519-227-1779

Box 490
Madoc K0K 2K0
613-473-4234

Manitouwadge P0T 2C0
807-826-4641

Box 39
Manitowaning P0P 1N0
705-859-3155
Fax 705-859-3157

Box 909
Manotick K0A 2N0
613-692-2525
613-692-2813

Box 490
Marathon P0T 2E0
807-229-0220

Box 433
Markdale N0C 1H0
519-986-2211

Box 602
Matheson P0K 1N0
705-273-2213

770 John St.
Mattawa P0H 1V0
705-744-5503

Box 430
Maxville K0C 1T0
613-527-2124

Box 1028
Meaford N0H 1Y0
519-538-1220

Box 27
Merlin N0P 1W0
519-689-4254

Box 250
Midland L4R 4K8
705-526-3761

Box 130
Millbrook L0A 1G0
705-932-2913

203 Steeles Ave.
Milton L9T 1Y1
416-878-2307

Box 1
Minaki P0X 1J0
807-224-3341

Box 188
Mindemoya P0P 1S0
705-377-5386
Fax 705-377-4799

Box 58
Minden K0M 2K0
705-286-1431

49 S. Service Rd.
Port Credit
Mississauga L5G 2R8
416-278-6131

Box 278
Moosonee P0L 1Y0
705-336-2320

Box 855
Morrisburg K0C 1X0
613-543-2949

630 Main St. N.
Box 3250
Mount Forest N0G 2L0
519-323-3130

Box 360
Nakina P0T 2H0
807-329-5364

470 Centre St.
Napanee K7R 1P8
613-354-3369/2123

Box 280
Newcastle L0A 1H0
416-987-4060

Box 358
Niagara Falls L2E 6T8
416-356-1311

Box 189
Nipigon P0T 2J0
807-887-2637

Box 96
Noelville P0M 2N0
705-898-2211
Fax 705-898-2121

Box 686
Chippewa & Rose Ave.
North Bay P1B 8J8
705-472-4343

Box 206
Orillia L3V 6J3
705-326-3536

350 Springfield Rd.
Rockcliffe Park
Ottawa K1M 0K7
613-749-9220

Ottawa Detachment
Box 1349D
Kanata K2K 1X6
613-828-9171

Box 486
Owen Sound N4K 5P7
519-376-3433

Box 67
Parkhill N0M 2K0
519-294-6242

35 Tudhope St.
Box 458
Parry Sound P2A 2X5
705-746-4225

Box 185
Pembroke K8A 4M2
613-735-0188

Box 160
Perth K7H 3E3
613-267-2626

Box 477
Peterborough K9J 6Z6
705-742-0401

Box 400
Petrolia N0N 1R0
519-882-1011

Box 1490
Picton K0K 2T0
613-476-2151

Box 68
Norfolk
Port Rowan N0E 1M0
519-586-3526
519-875-2980

JCT 11 and Clarke St.
Box 99
Powassan P0H 1Z0
705-724-2016
Fax 705-724-3266

Box 399
Prescott KOE 1T0
613-925-4221

Box 10
Rainy River P0W 1L0
807-852-3972

Howey St.
Red Lake P0V 2M0
807-727-2418

532 Stewart St. N.
Renfrew K7V 1Y6
613-432-5811

Oak Ridges
Box 2390
Richmond Hill L4E 1A5
416-773-5281
416-773-3411

Box 730
Ridgetown N0P 2C0
519-674-5496

Box 520
Rockland K0A 3A0
613-446-5124

Box 149
Rolphton K0J 2H0
613-586-2283

Box 173
St. Thomas N5P 3T7
519-631-2920

Box 399
740 Great Northern Rd.
Sault Ste. Marie P6A 5M1
705-759-1100

Box 400
Schreiber P0T 2S0
807-824-2333

Box 38
Sebringville N0K 1X0
519-393-6123

Box 220
Sharbot Lake K0H 2P0
613-279-2195

Box 519
Shelburne L0N 1S0
519-925-3838

Box 738
Simcoe N3Y 4T2
519-426-3434

Box 128
Sioux Lookout P0V 2T0
807-737-2020

Box 355
Sioux Narrows P0X 1N0
807-226-5211

Box 880
Smooth Rock Falls P0L 2B0
705-338-2711

Box 130
Sombra N0P 2H0
519-892-3404

Hwy. 101, Box 700
South Porcupine P0N 1H0
705-235-3345

Box 220
Spanish P0P 2A0
705-844-2424
Fax 705-844-2326

Box 970
Stayner L0M 1S0
705-428-3134

Box 69
Strathroy N7G 3J1
519-245-2323
Fax 519-245-4470

95 Front St., Hwy 17 W.
Box 1000
Sturgeon Falls P0H 2G0
705-753-2990

Box 6600, Postal Station "A"
Hwy. 69 S., McFarlane Lake
Sudbury P3A 4S2
705-522-3388

917 Lesperance Rd.
Tecumseh N8N 1W9
519-735-2424

Box 340
Temagami P0H 2H0
705-569-3633
Fax 705-569-2843

Box 160
Thessalon P0R 1L0
705-842-3243

Box 3080
Thunder Bay P7B 5G5
807-344-8421

Box 96
Tillsonburg N4G 4H3
519-842-3633

300 Falstaff Ave.
Toronto M6L 2G1
416-248-3151

Upsala P0T 2Y0
807-986-2211

Highway 17
Vermilion Bay P0V 2V0
807-227-2024

Webster St.
Box 159
Virginiatown P0K 1X0
705-634-2151
Fax 705-634-2245

Box 247
Walkerton N0G 2V0
519-881-3130

805 Murray St.
Wallaceburg N8A 1W5
519-627-1401

Box 100
Warren P0H 2N0
705-967-2913
Fax 705-967-2036

Box 140
Wasaga Beach L0L 2P0
705-429-3575

Box 19
Wawa P0S 1K0
705-856-2233

Box 99
Welland L3B 5P2
416-732-1368

Box 31
Westport K0G 1X0
613-273-2812

Box 81
Wheatley N0P 2P0
519-825-4313

Box 57
Whitby L1N 5R7
416-668-3388
416-686-4581
416-725-6581

Box 249
White River P0M 3G0
807-822-2112

Box 131
Whitney K0J 2M0
613-637-2622

Box 460
Wiarton N0H 2T0
519-534-1323

Box 24
Wingham N0G 2W0
519-357-1331

Box 423
Winchester K0C 2K0
613-774-2603

Box 38
Woodstock N4S 7W5
519-539-9811

DEPUTY COMMISSIONER-INVESTIGATIONS
SPECIAL INVESTIGATIONS DIVISION

ANTI-RACKETS BRANCH SOL GEN 45
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8117

The Anti-Rackets Branch offers assistance to all police forces and government agencies in Ontario with investigations into white collar **crime**, including computer crimes, financial institutions, general frauds, and **forgery**. District headquarters and detachments are listed under the OPP Field Districts entry.

CRIMINAL INVESTIGATION BRANCH SOL GEN 46
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8105

The Criminal Investigation Branch is responsible for homicide investigations in the Ontario Provincial Police (OPP) force jurisdiction. The branch also assists the force, all **police** forces in Ontario and other Ontario government agencies in the investigation of serious **criminal** activities.

GENERAL INVESTIGATIONS BRANCH SOL GEN 47
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8114

The branch provides assistance to Crown attorneys, law enforcement and other government agencies.

The Drug Enforcement Section (965-8114) administers **drug** enforcement activities for the force, and conducts investigations through units deployed throughout the province. Field Drug Units are located in: Kingston (613-546-6621); London (519-455-4311); North Bay (705-476-4279); Ottawa (613-723-5945); Sault Ste. Marie (705-942-8208); Thunder Bay (807-345-7874) and Windsor (519-252-1275).

The Gaming Section (965-8114) investigates offences relating to illegal **gambling** and **betting**, and liaises with the Lotteries Branch of the Ministry of Consumer and Commercial Relations. A special unit within the Gaming Section deals with improprieties in thoroughbred and standardbred **horse racing**.

The Pornography and Hate Literature Section is involved in the investigation and control of **pornography** (965-1736) and **hate literature** (965-3112).

The Auto Theft Section (965-8049) deals with thefts of **motor vehicles**, including organized vehicle theft rings, and provides expert vehicular (or parts) identification.

INVESTIGATION SUPPORT DIVISION

INTELLIGENCE BRANCH SOL GEN 48
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8108

The Intelligence Branch anticipates, monitors and prevents the criminal activities of an identifiable person or group of persons involved in organized or sophisticated and professional **crime**. District headquarters and detachments are listed under the OPP Field Districts entry.

SECURITY BRANCH SOL GEN 49
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8111

This branch provides police security for senior government officials and visiting dignitaries, conducts investigations into matters that may affect the Provincial Government and, upon request, investigates the background of government employees in sensitive positions. Expertise on all aspects of property and physical **security** is offered to Ontario Government ministries. The **Ontario Government Protective Service**, a uniformed security agency, is responsible for the preservation of peace, protection and physical security of all persons and property at specified Ontario Government **buildings** in Metropolitan Toronto. The Government Protective Service's offices are listed below.

Ontario Government Protective Service
863 Bay St.
Toronto M5S 1Z2
416-963-3797

Osgoode Hall Detachment
130 Queen St. W.
Toronto M5H 2N5
416-965-4825

Queen's Park Detachment
Main Legislative Building
Queens Park, Toronto M7A 1A2
416-965-5227

TECHNICAL SUPPORT BRANCH SOL GEN 50
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-6176 (Administration & General Inquiries)
416-965-7651 (Equipment Maintenance & Development)
416-965-6443 (Forensic Identification Services)
416-965-3548 (Photographic Laboratory, Colour)
416-965-7922 (Photographic Surveillance)
416-965-8125 (Physical Surveillance)
416-965-7652 (Polygraph Services)
416-324-3599 (Technical Identification Services)
416-965-8130 (Technical Installation)
416-965-7742 (Technical Investigation Coordination)

The Technical Support Branch gives operational support, such as photographic, technical and physical **surveillance**, polygraph examination, **forensic** identification services, photographic laboratory services and technical identification units coordination, to **criminal** investigations conducted by other branches and field units of the Ontario Pro-

vincial Police (OPP). The same specialized services are available to municipal police forces, other ministries and enforcement agencies, on request.

REGISTRATION BRANCH SOL GEN 51
CHIEF PROVINCIAL FIREARMS OFFICE
ONTARIO PROVINCIAL POLICE
125 Lakeshore Blvd. E.
Toronto M5E 1P6
416-965-5525/4488

Mailing Address:
90 Harbour St.
Toronto M7A 2S1

The Chief Provincial Firearms Officer, who represents the Solicitor General in all **firearms** matters, administers Canada's gun control program in Ontario. Responsibilities include operating the **Firearms Business Permit System** (inspection and **licensing** of all outlets buying, selling or manufacturing restricted and non-restricted weapons and **ammunition**); coordinating the **Firearms Acquisition Certificate System** for the province; and inspecting **shooting clubs** that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing **permits** to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Firearms acquisition certificates and permits to **transport** restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Districts entry.

Registration Branch
Chief Provincial Firearms Office
Ontario Provincial Police
985 Adelaide St. S.
London N6E 1W1
519-685-3713
(London Unit)

Registration Branch
Chief Provincial Firearms Office
Ontario Provincial Police
740 Great Northern Road
Box 399
Sault Ste. Marie P6A 5M1
705-942-5151
(Sault Ste. Marie Unit)

Registration Branch
Chief Provincial Firearms Office
Ontario Provincial Police
937 Teron Rd., P. O. Box 13490
Kanata K2K 1X6
613-592-6061
(Ottawa Unit)

REGISTRATION BRANCH SOL GEN 52
PRIVATE INVESTIGATORS AND SECURITY
GUARDS SECTION
ONTARIO PROVINCIAL POLICE
125 Lakeshore Blvd. E.
Toronto M5E 1P6
416-965-5814

Mailing Address:
90 Harbour Street
Toronto M7A 2S1

This office administers and enforces the provisions of the Private Investigators and Security Guards Act. The Registrar (965-3038) approves the **licensing** of persons and agencies

that provide the services of private investigators and **security** guards. The Investigative Unit (965-5001) investigates complaints under the Private Investigators and Security Guards Act.

ONTARIO POLICE ARBITRATION COMMISSION

ONTARIO POLICE ARBITRATION COMMISSION SOL GEN 53
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-3348

Under the **Police Act**, the Ontario Police Arbitration Commission monitors and evaluates the effectiveness of the **police arbitration** system, and makes recommendations for its improvement.

ONTARIO POLICE COMMISSION

ONTARIO POLICE COMMISSION SOL GEN 54
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The Ontario Police Commission functions as an advisory and supervisory body for all Ontario police forces. It has quasi-judicial powers in matters dealing with **police** discipline, misconduct and other aspects of policing. The Commission also advises Boards of Commissioners of Police, **municipal** councils, Chiefs of Police and the Solicitor General on matters pertaining to police and policing.

ACTS

ACTS SOL GEN 55

The Ministry of the Solicitor General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Fighters Exemption Act
Fire Marshals Act
Hotel Fire Safety Act
Human Tissue Gift Act
Lightning Rods Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Act
Private Investigators and Security Guards Act
Public Works Protection Act
Retail Business Holidays Act

MINISTRY OF TOURISM AND RECREATION

77 Bloor St. W., 7th Flr.
Toronto M7A 2R9

The Ministry of Tourism and Recreation formulates policies and delivers programs and services to support tourism and recreation development and promotion in Ontario. Activities include: conducting promotions and marketing within and outside the province; assisting tourist facilities operators; maintaining government-sponsored attractions; and providing recreation, sports and fitness resources to municipalities and provincial organizations.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH — MTR 1

77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-965-7680
Fax 416-965-3766

The branch communicates the Ministry's policies and programs to the general public and their tourism and recreation clients. The office advises the Minister, senior management and program staff on corporate communications. It is responsible for the media relations and coordinates the production of statements, speeches, news releases and corporate publications.

FRENCH LANGUAGE SERVICES — MTR 2

77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-963-2214

The French Language Services Coordinator is responsible for the Ministry's implementation of the government's policy on French Language Services to the Franco-Ontarian Community.

SERVICES EN FRANÇAIS

Le coordonnateur des services en français du ministère est responsable de la mise en oeuvre de la politique du gouvernement en matière de services en français à la communauté franco-Ontarienne.

LEGAL SERVICES BRANCH — MTR 3

77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-3952

Legal services for the Ministry of Tourism and Recreation are provided by this branch. It advises the Ministry on the interpretation of statutes and regulations and prepares and reviews proposed legislation, regulations and other legal documents. General legal services include the drafting of agreements and legal advice on Ministry activities and programs. The branch is responsible to the Ministry of the Attorney General.

CORPORATE MANAGEMENT SERVICES DIVISION

CORPORATE MANAGEMENT SERVICES DIVISION MTR 4
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-3952

The division provides advice and support to the Ministry and its agencies in the areas of planning, human resource management, finance, information technology, freedom of information, employment equity, agency relations and administration.

AUDIT SERVICES BRANCH MTR 5
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-965-3414

The Audit Services Branch carries out independent reviews and appraisals of all Ministry activities, and reports to management on the adequacy of internal financial and management controls.

FINANCE AND ADMINISTRATION BRANCH MTR 6
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-2331 (Budget, Planning and Analysis)
416-963-3153 (Corporate Administration)
Fax 416-963-2699

The Finance and Administration Branch performs the functions of financial coordination, program analysis and corporate administration for the Ministry's program areas and designated agencies. The branch is responsible for developing and maintaining effective financial and administrative policies and procedures to ensure the efficient utilization of the Ministry's financial and physical resources.

HUMAN RESOURCES BRANCH MTR 7
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-3593

The branch provides a consulting service to Ministry management and staff in recruitment, job evaluation, compensation, employee relations, benefits administration, youth employment program coordination, organizational development, training and development, human resources planning, and general employee counselling. A central payroll service and attendance administration service is also provided to the Ministry.

INFORMATION TECHNOLOGY SERVICES BRANCH MTR 8
101 Bloor St. W., 6th Flr.
Toronto M5S 1P7
416-324-4598
Fax 416-963-1460

The Information Technology Services Branch is responsible for providing the Ministry's program and administrative areas with information technology and computer systems and services to meet business goals and objectives. This is accomplished through the following activities and services: Strategic Information Technology Planning, involving development of a strategic information plan, technology architecture, and implementation strategies; Information Consulting, comprising of identification of opportunities and provision of business analyses to implement information technology, as well as technical

support of technology users; Systems Development and Office Automation Support, including development and maintenance of corporate information systems, and support for implementing office systems and technology; Technology Training, consisting of technology transfer education, training programs and seminars for Ministry staff.

AGENCY RELATIONS OFFICE MTR 9
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-0791

The Agency Relations Office supports the partnership between the Ministry and its major operational agencies. The office provides advice, facilitates approvals for agencies, monitors the accountability relationships, and generally fosters the achievement of government and agency objectives.

EMPLOYMENT EQUITY OFFICE MTR 10
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-2455

The Employment Equity Office develops strategies, coordinates implementation, and assists in evaluation of the Ministry's Employment Equity Program.

FREEDOM OF INFORMATION OFFICE MTR 11
77 Bloor St. W., 12th Flr.
Toronto M7A 2R9
416-963-3531/3155

The Freedom of Information Office (FOI) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Tourism and Recreation and Schedule I Agencies.

Requests for assistance from the public or government employees in locating certain records or processing requests is available from either the FOI Office or the Ministry's FOI **Reading Room**, located in the resource centre on the 9th Floor, 77 Bloor St. W., Toronto.

To identify information and records held by the institution, both locations provide FOI brochures and request forms, the Directory of Personal Information Banks, the Directory of General Records, the Ministry's FOI annual report to the Commissioner, and administration and operational Ministry manuals.

ASSISTANT DEPUTY MINISTER-RECREATION

SPORTS AND FITNESS BRANCH MTR 12
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-965-3124

Through **publications** and the media, the branch promotes participation in **sports** and **fitness** for individual enjoyment. The Development Section (965-4591) provides administrative and consultative services, as well as **grants** to provincial sport organizations. The Games and Technical Services Section (965-3720) administers the **Ontario Best Ever Program** (495-4317), and improves **leadership** calibre in amateur sport through training courses for coaches. The Games Program promotes competition in multi-sport games, such as regional and provincial **Summer** and **Winter games** for the able-bodied and the **disabled**. The Fitness Section (965-6311) administers the **Fitness Ontario Leadership Program**, and provides a consultative service in fitness for employees in the workplace, and fitness for children and older adults. Research and information brochures related to

a variety of physical fitness topics are available to fitness administrators and the general public.

The Community and Safety Initiatives Section (965-6546) supports community sport development and safety measures to ensure a safer sports and fitness environment. **Sports Awards Programs** honour accomplishments of **athletes** and citizens in amateur sports. The **Ontario Sports Travelcade** takes sports and fitness resources throughout Ontario to help raise the level of expertise of athletes and coaches. The **Safety Program** addresses safety issues by coordinating safety and injury prevention programs for sports and fitness participants.

The **Ontario Sports Centre** (495-4000), a private organization which provides administrative services for provincial sport organizations, is funded by this Ministry. Information on all of the above services is also available from Ministry field offices listed under the Tourism and Recreation Operations Division entry.

ONTARIO OLYMPIC SECRETARIAT MTR 13
700 Bay St., 8th Flr.
Toronto M5G 1Z6
416-324-1996
Fax 416-324-4990

The Secretariat represents Provincial interests related to the Toronto Ontario Olympic Council's bid for the 1996 Olympic Games.

RECREATION BRANCH MTR 14
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-965-5665

Recreation Services provides consultative and support services, and advises on grants to assist community, regional, and provincial recreation agencies and organizations. It develops recreation resources for **older adults, youth, disabled persons, recreation research**, changing patterns of work and leisure, community recreation, organization development, and training of volunteer and paid staff.

Recreation Resources offers consultative and training services, and advises community, regional and provincial recreation agencies with planning, development, operation, marketing and management of recreation facilities; operation of non-profit **camps**; provides **grants** to provincial recreation organizations; and **leadership** training at the **Ontario Camp Leadership Centre**.

BIG THUNDER NATIONAL SKI TRAINING CENTRE MTR 15
428 East Victoria Ave.
Thunder Bay P7C 1A5
807-475-1673
807-623-1858
Fax 807-623-6715

Big Thunder National Ski Training Centre is owned and operated by **Thunder Bay Ski Jumps Limited**, an agency of the Ministry of Tourism and Recreation, and sanctioned by the International Ski Federation to hold World Cup Ski Jumping events. The centre's 90 and 70 metre jumps are built to exact tolerances, and recognized world-wide for their quality and safe design. Junior jumpers train and compete on smaller hills (10m to 50m) designed especially for their development and safety. The jumps, slopes, 32 kilometres of trails and 1000m luge track (Naturbahn) are used as a national and provincial training site for Cross Country, Nordic-Combined, Free-style and Alpine skiing, as well as Ski

Jumping, Biathlon and Luge.

ADVISORY COMMITTEE ON SPORT, FITNESS AND RECREATION SAFETY MTR 16
c/o Royal Life Saving Society Canada
Ontario Branch
43 Coldwater Blvd.
Don Mills M3B 1Y3
416-447-7276

The nine-member Committee advises the Minister on current issues, trends and requirements in the development of safety programs and initiatives.

ASSISTANT DEPUTY MINISTER-TOURISM

TOURISM DEVELOPMENT BRANCH MTR 17
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-965-4255
Fax 416-965-0364

The branch contributes to the development and improvement of **tourism** by offering assistance to existing and potential tourist facilities operators and investors. Activities include: technical and **business** counselling for investors and entrepreneurs; provision of information on **financial assistance**, through the Ontario Development Corporations; compilation of planning and management **manuals** (e.g., operation of ski and other resorts, camps, marinas), and preparation and promotion of **research** and area planning studies (965-7846) to identify potential **investment** and development opportunities for the private sector. Branch services are delivered from Queen's Park and the Ministry's field offices, listed under the Tourism and Recreation Operations Division entry.

TOURISM MARKETING BRANCH MTR 18
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-965-5764

The branch promotes **tourism**, and use of Ontario's facilities for sales meetings and **conventions**. Tourism marketing, geared to the travelling consumer and the travel trade, is conducted in domestic and international markets. Activities include the delivery of tourism **advertising** campaigns in Ontario's priority markets; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; **travel** counselling; special promotions; and public relations promotions. The Tourism Research Section (965-5725) conducts economic and market **research** and distributes a quarterly report on the state of trade in Ontario's tourism industry. For conventions and sales meetings, call 965-9991; for travel trade information, agents and operators can call 965-9991 or toll free 1-800-ONTARIO. The branch also administers the Tourism Awareness and **Hospitality Training** Program for people in the tourism industry. For information, call the Hospitality Hotline (collect) at 963-3406.

TOURISM MARKETING BRANCH MTR 19
ONTARIO TRAVEL INFORMATION
77 Bloor St. W.
Toronto M7A 2R9
416-965-4008 (English inquiries)
If long distance from other area codes
in Canada and continental U.S.A.
(except Yukon, N.W.T. and Alaska), dial
1-800-ONTARIO

416-965-3448 (French inquiries)
If long distance from other area codes
in Canada (except Yukon and N.W.T.), dial
1-800-268-3736
Telex 0623454
Fax 416-963-0729

Ontario Travel Information offers Ontario **travel** counselling to the public; supplies information and publications on tourist attractions, **accommodations, campgrounds, parks** (including **hiking** trails, **canoe** outfitters), events, **festivals, exhibitions**, package **tours, hunting, fishing, boating and skiing**; distributes road and tourist **maps**; and reports on up-to-date ski and winter **road** conditions, campground vacancies and areas where autumn scenery can be enjoyed.

Twenty-four hour seasonally recorded reports are available by calling 963-2992 for alpine skiing, spring blossoms, campground vacancies and fall colours, or 963-2911 for cross-country skiing. The branch operates twelve travel information centres year-round. Five seasonal travel centres are open from mid-May to Labour Day. The **travel centres** are listed below.

OPEN ALL YEAR

Hwy. 400 Northbound
south of Barrie
Barrie

Brookdale Ave. at
Seaway International Bridge
Cornwall
(currency exchange)

100 Goderich St.
near Peace Bridge
Fort Erie
(currency exchange)

400 Central Ave.
Fort Frances
(currency exchange)

Hwy. 417
Hawkesbury

Hwy. 401 & Hwy. 2
east of Lancaster
Lancaster

5355 Stanley Ave.
west on Hwy 420
from Rainbow Bridge
Niagara Falls
(currency exchange)

1415 Venetian Blvd.
at foot of Blue Water Bridge
Sarnia

QEW Westbound
at Garden City Skyway
St. Catharines
(currency exchange)

120 Huron St. at
International Bridge
Sault Ste. Marie
(currency exchange)

110 Park St. E.
at Windsor-Detroit tunnel
and
1235 Huron Church Rd.
east of Ambassador Bridge
Windsor
(currency exchange)

OPEN MID-MAY TO LABOUR DAY

Hwy. 137 at 1000 Islands Bridge
Hill Island
(currency exchange)

Hwy. 17, west of Kenora
Kenora

International Bridge Exit, Hwy. 16
Pigeon River

Prescott-Ogdensburg Bridge, Hwy. 16
Prescott

International Bridge Exit, Hwy. 11
Rainy River

HURONIA HISTORICAL PARKS MTR 20
P. O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193

The Ministry operates and maintains **historic sites** at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (**Historic Naval and Military Establishments**). A resource **library** at Sainte-Marie, open to the public year-round on weekdays, provides information about the two historic sites.

Sainte-Marie among the Hurons (1639 - 1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. The first European community in Ontario, Sainte-Marie was home to 6 of the 8 North American Jesuit martyrs. From Victoria Day weekend to Thanksgiving, costumed and uniformed interpreters recreate both **French** and **Native** lifestyles. Specially designed education programs operate all year round. There is a cafe, multi-media museum, gift shop and picnic area, with access for the handicapped and a wheelchair, if needed. French language service is also available.

The Historic Naval and Military Establishments represent the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and **military** garrison at this strategic defense station on Georgian Bay. At the site, there are guided tours, costumed interpretation, historical dramas, numerous reconstructed buildings, the original Officers' Quarters, several smaller rowing vessels and the 50-ft. **Schooner "Bee"**, gift shop, snackbar, free docking and parking facilities. The Establishments (P. O. Box 1800, Penetanguishene L0K 1P0) are open to the public from Victoria Day weekend to Labour Day. French language service is available.

HURONIA HISTORICAL ADVISORY COUNCIL MTR 21
c/o Huronia Historical Parks
P. O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193

Established in 1964, the Huronia Historical Advisory Council is a ten-person board composed of native, francophone and anglophone Ontarians with different backgrounds but a common interest in preserving our cultural heritage. The Council advises the Minister of Tourism and Recreation on policy matters, specifically concerning Sainte-Marie

among the Hurons; the Historic Naval and Military Establishments; the cultural heritage of "Old Huronia", the enhancement of established and developing historical sites.

OLD FORT WILLIAM MTR 22
Vickers Heights P. O.
Thunder Bay P0T 2Z0
807-577-8461
TTY 807-475-4481
Fax 807-475-8037

Old Fort William is a reconstruction of the original fort located in Thunder Bay. The original fort was constructed in 1800 by the North West Company, a fur trade company. The company used the fort as an inland headquarters from 1801 until 1821 enabling the Nor'Westers to move **furs** and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer for hectic labours, business meetings and celebrations of the rendezvous.

Today, over 100 costumed and uniformed staff bring Old Fort William to life. The Fort operates year-round, and offers living history programming designed to meet the needs of recreational and educational visitors. Facilities include a resource **library**, historic restaurant, gift shop and picnic area, with access for disabled persons.

OLD FORT WILLIAM ADVISORY COMMITTEE MTR 23
c/o Old Fort William
Vickers Heights P. O.
Thunder Bay P0T 2Z0
807-577-8461
Fax 807-475-8037

The Old Fort William Advisory Committee is a ten person board which advises the Minister of Tourism and Recreation on general policy concerning the Fort's capital development and program expansion. The Committee also works to build community awareness and understanding of Ontario's **fur** trade heritage.

TOURISM AND RECREATION OPERATIONS DIVISION

TOURISM AND RECREATION MTR 24
OPERATIONS DIVISION
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-965-3475

The Tourism and Recreation Operations Division provides development and consulting services to tourism and recreation clients to stimulate productivity, employment and recreational opportunities in the Province of Ontario.

The division promotes the **tourism industry** by offering management and development consulting services to tourist operators and investors; delivering government **financial assistance** programs; advising and assisting **municipalities** to develop tourism strategies and programs; administering the **Ontario Travel Association Program**; and issuing **licences** to **tourist accommodation establishments** not licenced by the Liquor Licence Board.

The division provides professional consulting services to regional and **community** recreation clients to facilitate development of fiscal and organizational areas, **leadership**, programs and facilities. It ensures access to information about Ministry **recreation, sports** and **fitness** programs, and channels Ministry resources to municipalities, community organizations and interest groups in Ontario.

The division also delivers **lottery** funded recreation **grant** programs.

For further information, contact the nearest Ministry field office listed below.

CENTRAL ONTARIO

Tourism and Recreation Regional Office
700 Bay St., 8th Flr.
Toronto M5G 1Z6
416-965-0283 (Recreation Consultants)
416-965-9940 (Tourism Consultants)
collect calls accepted

Tourism & Recreation Office
34 Simcoe St., Ste. 302
Barrie L4N 6T4
705-737-3301
If long distance dial
1-800-461-4499

Tourism & Recreation Office
119 King St. W., 8th Flr.
Box 2112
Hamilton L8N 3Z9
416-521-7244
If long distance ask
operator for Zenith 81610

Tourism & Recreation Office
42 King William St.
Huntsville P0A 1K0
705-789-4448
If long distance ask
operator for Zenith 25930

Tourism and Recreation Office
15 Church St., 4th Flr.
St. Catharines L2R 3B5
416-684-2345
If long distance dial
1-800-263-2441

EASTERN ONTARIO

Tourism and Recreation
Regional and Field Office
10 Rideau St., 4th Flr.
Ottawa K1N 9J1
613-566-3721/5
If long distance dial
1-800-267-9340
1-800-267-8889

Tourism and Recreation Office
2211 Parkedale Ave.
Brockville K6V 6B2
613-342-5522
If long distance dial
1-800-267-8138

Tourism and Recreation Office
1055 Princess St., Ste. 304
Kingston K7L 5T3
613-545-4350
If long distance dial
1-800-267-0225

Tourism and Recreation Office
305 Stewart St.
Peterborough K9J 3N2
705-748-3711
If long distance dial
1-800-461-7629

SOUTHWEST ONTARIO

Tourism and Recreation
Regional and District Office
255 Dufferin Ave., Ste. 601
London N6A 5K6
519-679-7156
If long distance dial
1-800-265-4730

Recreation Office
427-10th St., 2nd Flr.
Hanover N4N 1P8
519-364-1626
If long distance dial
1-800-265-5520

Tourism and Recreation Office
Corporation Square, 4th Flr.
30 Duke St. W.
Kitchener N2H 3W5
519-578-3600
If long distance dial
1-800-265-6361

Tourism Office
1131 Second Ave. E., Ste. 107
Nor-Towne Plaza
Owen Sound N4K 2J1
519-376-3875
collect calls accepted

Tourism and Recreation Office
250 Windsor Ave., 6th Flr.
Windsor N9A 6V9
519-256-4919
If long distance dial
1-800-265-1330

NORTHEAST ONTARIO

Tourism and Recreation Regional Office
Ontario Government Bldg.
199 Larch St., 4th Flr.
Sudbury P3E 5P9
705-675-4346
If long distance dial
1-800-461-4004

Tourism and Recreation Office
147 McIntyre St. W., 2nd Flr.
North Bay P1B 2Y5
705-474-3821 Recreation
705-472-0702 Tourism
If long distance dial
1-800-461-9563 Recreation
1-800-461-1569 Tourism

Recreation Office and Tourism Office
499 Queen St., 2nd Flr.
Sault Ste Marie P6A 1Z9
705-942-3751
If long distance dial
1-800-461-2409

Tourism and Recreation Office
22 Wilcox St., 2nd Flr.
Timmins P4N 3K6
705-267-7117
If long distance ask
operator for Zenith 81610

NORTHWEST ONTARIO

Tourism and Recreation
Regional and District Office
West Arthur Place, Ste. 302
1265 Arthur St. E.
Thunder Bay P7E 6E7
807-623-5592
If long distance dial
1-800-465-5018

Tourism and Recreation Office
Ontario Government Bldg.
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-2271

Tourism and Recreation Office
616 Mowat Ave.
P. O. Box 815
Fort Frances P9A 1Z3
807-274-3259

Tourism and Recreation Office
808 Robertson St.
Kenora P9N 3X9
807-468-6481
If long distance in area code 807 dial
1-800-465-1108

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Agencies of the Ministry of Tourism and Recreation are listed below.

METRO TORONTO CONVENTION CENTRE CORPORATION — MTR 25
255 Front St. W.
Toronto M5V 2W6
416-585-8000
Telex 06-217584
Fax 416-585-8224

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Tourism and Recreation. Since opening in October 1984, the Centre has earned a reputation as a world-class facility hosting over two million visitors a year.

Consisting of a 200,000 sq. ft. column-free **exhibit** hall, 28,000 sq. ft. ballroom, 1,350 seat **theatre**, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the Centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting over 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION MTR 26
Administration Bldg.
Box 150, 7400 Portage Rd. S.
Niagara Falls L2E 6T2
416-356-2241
Fax 416-354-6041
Toll-free 1-800-263-2558
(Ontario, Quebec,
Eastern U.S.A.)

The Niagara Parks Commission operates a park system consisting of 1254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a **campground**, a marina, restaurants, gift shops, **historic sites**, golf courses and a **horticultural** school. The commission administers the Niagara Parks Act.

ONTARIO LOTTERY CORPORATION MTR 27
2 Bloor St. W.
Toronto M4W 3H8
416-324-6544 (Consumer Enquiries)
416-324-6525 (Freedom of Information)
416-961-6262 (French language services)
Fax 416-324-6545

Operating under the Ontario Lottery Corporation Act, the Ontario Lottery Corporation manages **Wintario, Lottario, Instant, Pick-3**, **Provincial** and **Lotto 6/49**. In addition, the Corporation manages occasional, limited-run lottery games. Lists of winning numbers for one year are posted at retail outlets. Recorded messages of current winning numbers are available at 870-9170 (Wintario), 870-9122 (Lottario), 870-9161 (Provincial), 870-9135 (Pick-3) and 870-9134 (Lotto 6/49). Proceeds from all games are turned over to the Government of Ontario. Fact sheets on all games, annual reports and winners handbooks are available to the public.

ONTARIO PLACE CORPORATION MTR 28
955 Lakeshore Blvd. W.
Toronto M6K 3B9
416-965-7711
Fax 416-598-0056

Ontario Place Corporation operates a 96 acre cultural, entertainment and **recreation** complex on three man-made islands on Lake Ontario in Toronto. The complex includes **exhibition** pavilions; the Forum, a 10,000 seat outdoor amphitheatre; **theatres**; the giant screen IMAX cinesphere; live entertainment; the waterfall showplace; restaurants; snack bars; boutiques; a **marina**; pedal boats; bumper boats; sight boat shuttle; the Wilderness Adventure Ride; the Canadian destroyer **HMCS Haida**; land ride; mini-golf; picnic areas; a theme pavilion "Ontario North Now"; and a children's village with a water play area and play apparatus, including a 370 ft. four-flumed waterslide. Ontario Place arranges banquets and receptions year round, and operates a winter **film** festival. The complex is open daily from mid-May to Labour Day (10:00am to 1:00am from Monday

through Saturday; 10:00am to 11:00pm on Sunday). Parking is available on the site. During the operating season it is accessible from downtown by special bus.

OTTAWA CONGRESS CENTRE MTR 29
5 Colonel By Drive
Ottawa, K1N 9J2
613-563-1984
Fax 613-563-7646

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Tourism and Recreation, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The Centre's main Congress Hall, a free-span space with a 26 foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms and the reception area, three different types of simultaneous **translation** systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to **conventions** and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The Centre has a full range of **catering** facilities and services.

ST. LAWRENCE PARKS COMMISSION MTR 30
R. R. #1
Morrisburg K0C 1X0
613-543-3704
810-537-2200 from within Queen's Park
613-542-7388 Fort Henry
Fax 613-543-2847

The St. Lawrence Parks Commission operates and maintains **parks**, a **marina**, a **golf course**, **campgrounds** and **historic sites** from the Ontario-Quebec border to 51 km west of Kingston. Historic sites include **Fort Henry** at Kingston, **Fairfield House** in Fairfield Historical Park at Amherstview, and **Upper Canada Village**, 11 km east of Morrisburg. A riding stable is operated on Commission lands. Skating and horse drawn sleigh rides are offered at Upper Canada Village. The Commission also maintains a migratory **bird** sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter **recreation** facilities for cross country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid May to mid October.

THE TRILLIUM FOUNDATION MTR 31
15 Prince Arthur Ave.
Toronto M5R 1B2
416-961-0194
Toll-free 1-800-263-2887
Fax 416-961-9599

The Trillium Foundation was founded in 1982 as an innovative approach to providing voluntary social service organizations with access to **lottery** revenues. Run by a voluntary Board of Directors apart from the government, the Foundation receives $17 million a year from the proceeds of lottery games operated by the Ontario Lottery Corporation.

The Foundation offers time-limited **grants** for specific projects, or unfunded portions of ongoing programs, to organizations providing direct social services on a province-wide basis, and to local social service organizations in Northern or Southeastern Ontario.

ACTS

ACTS MTR 32

The Minister of Tourism and Recreation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications branch.

Community Recreation Centres Act
Historical Parks Act
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Tourism & Recreation Act, 1982
Niagara Parks Act
Ontario Lottery Corporation Act
Ontario Place Corporation Act
Ottawa Congress Centre Act
Parks Assistance Act
St. Clair Parkway Commission Act
St. Lawrence Parks Commission Act
Tourism Act

MINISTRY OF TRANSPORTATION

1201 Wilson Ave.
Downsview M3M 1J8

Established in 1916 under Section 4, Chapter 17, 5 Geo. V., the Department of Public Works and Highways was re-named the Department of Highways in 1931. In 1957, driver and vehicle functions became the responsibility of the newly created Department of Transport. In 1971, the two departments were amalgamated into the Ministry of Transportation and Communications, which became the Ministry of Transportation in 1987.

The Ministry operates Ontario's highway system by performing design, construction and maintenance, and provides subsidies to municipalities for road construction and maintenance. The Ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH — MTO 1

1201 Wilson Ave., West Tower
Downsview M3M 1J8
416-235-2771

Communications Services Branch originates and coordinates programs and projects stressing **safety** in the operation of cars and commercial **vehicles, motorcycles**, mopeds, bicycles, **snowmobiles** and **school buses**. Activities include developing and distributing school safety materials and **seat belt** information; providing safety **films** and **road** bulletins; and operating a telephone reporting service on the condition of roads and **highways** in Ontario (English 235-1110 and French 235-3941). For local road information, contact the Ministry's regional or district offices listed under the Operations, Regional entry.

The branch also establishes communications policy for the Ministry, advises branches on communications problems, and provides communications support to the Minister and Deputy Minister. Informing the public, client groups and the media about the Ministry's activities; liaising with the media; answering public inquiries; and producing and distributing audio-visual materials are branch responsibilities. **Deaf** or hearing handicapped persons who have access to the teletype (TTY) network device can call 235-4902.

STRATEGIC POLICY SECRETARIAT — MTO 2

1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4434

The Strategic Policy Secretariat is comprised of three offices. The Corporate Planning Office coordinates the Ministry's strategic planning process. It also provides overall liaison with Cabinet Office and other ministries on government policy matters.

The Corporate Policy and Outlooks Office monitors the external environment, and provides the Ministry with information and analysis through medium and long-term future studies on social, **economic**, institutional and **technological** developments in relation to **transportation**. Emerging issues which may be of significant interest to the Ministry's Strategic Policy Committee are identified. This office also undertakes specific corporate policy development and coordination.

The External Relations Office coordinates **intergovernmental** relationships between Ontario and other provinces, neighbouring states and the federal government in the field of transportation. The office also monitors activities, new programs and legislation of the federal and provincial governments for the information of senior management, and

assesses the possible impact on the Ministry.

INTERNAL AUDIT BRANCH MTO 3
1201 Wilson Ave., 7th Flr. West Tower
Downsview M3M 1J8
416-235-4330

The Internal Audit Branch performs audit functions for this Ministry, including comprehensive review and appraisal of accounting, financial and operational controls. The branch also audits the Ministry's electronic data processing systems.

OFFICE OF LEGAL SERVICES MTO 4
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4408

This office provides the Ministry with legal services, including advice on **driver** and **vehicle** matters (235-4408). Counselling the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents is the office's responsibility. It also supplies general legal services such as preparing litigation, settling claims, acting at court hearings, etc.. The office is responsible to the Attorney General's Office.

Solicitors are located in Toronto and a Regional office in Kingston (613-545-4720). The Claims Section (235-4423) handles **insurance** claims against the Crown for injuries and property damage arising from **accidents** on provincial highways or involving government vehicles, as well as claims by the Crown for damage to **highway** property or government vehicles, excluding OPP vehicles.

HIGHWAY OPERATIONS AND MAINTENANCE DIVISION

HIGHWAY OPERATIONS AND MAINTENANCE DIVISION MTO 5
1201 Wilson Ave., Central Bldg., Rm. 234
Downsview M3M 1J8
416-235-3810

This division is responsible, in the area of highway operations, for the development of policies, procedures and systems; conformity of program delivery processes; maintenance planning and budgeting; assessment of operational efficiency; and identification of needs for change and improvement. Professional expertise and program delivery support in maintenance methods/technology and electrical, traffic management and equipment engineering are also provided.

TRANSPORTATION CORRIDOR MANAGEMENT OFFICE MTO 6
1201 Wilson Ave., Central Bldg., Rm. 226
Downsview M3M 1J8
416-235-3826

The Transportation Corridor Management Office coordinates the review of development proposals (e.g. plans of **subdivisions, official plans** and **zoning** by-laws) which may affect provincial **transportation** proposals (e.g. provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising** signs, utilities, entrances and buildings. Advice is given to other government agencies, municipalities,

developers and the public. Program administration is shared by district and regional offices (see this Ministry's Operations, Regional entry).

EQUIPMENT ENGINEERING OFFICE MTO 7
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-3669
Fax 416-235-4851

The Equipment Engineering Office develops specifications, policies and procedures for the purchase, repair and maintenance of the Ministry's **vehicles** and equipment. The office also evaluates **tenders** and trains Ministry **garage** staff.

TRAFFIC MANAGEMENT AND ENGINEERING OFFICE MTO 8
1201 Wilson Ave., Central Bldg., Rm. 236
Downsview M3M 1J8
416-235-3784
Fax 416-235-4904

The Traffic Management and Engineering Office develops and implements policies, standards and procedures for **traffic** control devices (traffic signs and signals), illumination, **speed limits**, **electrical** design, electrical maintenance, etc., on provincial **highways**. The office also maintains an **accident** information file; develops traffic control techniques and devices; assists in **municipal** studies and improvements; and implements **Freeway Traffic Management Systems** on Hwy 401, Q.E.W., and the Ottawa Queensway. Operational activities of the above functions are carried out by the regional offices (see this Ministry's Operations, Regional entry).

MAINTENANCE BRANCH MTO 9
1201 Wilson Ave., Central Bldg., Rm. 234
Downsview M3M 1J8
416-235-3810

The Maintenance Branch's policies, standards and procedures cover **highway** maintenance operations, including highway landscaping, and other services to the region and district offices. The branch provides support to senior highway program management in the allocation and control of budgets, and manages the maintenance management information system.

ASSISTANT DEPUTY MINISTER-FINANCE AND ADMINISTRATION

FINANCIAL PLANNING AND ADMINISTRATION BRANCH MTO 10
1201 Wilson Ave., 6th Flr., West Tower
Downsview M3M 1J8
416-235-4224

The Financial Planning and Administration Branch provides the Ministry with financial direction, planning, management and accounting services and financial liaison with Management Board of Cabinet, the Provincial Auditor, and other Ontario Government ministries and agencies. The branch is organized into four main function areas: general accounting including payroll, accounts payable and expense account services; financial systems development, maintenance, and control; budgetary planning, evaluation, development, control and analysis; prequalification of contractors for bidding on government contracts.

INFORMATION SYSTEMS BRANCH MTO 11
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-3933 General Information
416-235-4380 Client Support

The Information Systems Branch is involved in the development and maintenance of Ministry automated applications. Specialists develop and support computer-related management, regulatory and transportation/engineering applications. Data processing standards, procedures and policies are evolved and maintained, and end user and technical support services for mainframe, micro hardware and software are available.

Other services include hardware and software acquisition support, distributed data communication network support, corporate information technology planning support, product evaluation and testing, and data security coordination and administration.

HUMAN RESOURCES BRANCH MTO 12
1201 Wilson Ave., 1st Flr., West Tower
Downsview M3M 1J8
416-235-3841

The Human Resources Branch provides consulting services to head office line managers and functional leadership to Regional personnel staff in all matters relating to human resource management.

The Branch's functions include establishing human resource management policies and procedures; implementing new initiatives; designing, implementing and managing a human resource planning process; developing programs to encourage the practice of good health and safety habits in the work place; planning, developing and coordinating an Employment Equity Program; training and development of management and staff; providing input to collective agreement on matters affecting working conditions.

It also provides administrative service regarding employee benefits and group insurance, classification, staffing, staff relations and pay administration.

HUMAN RESOURCES BRANCH MTO 13
EMPLOYMENT EQUITY PROGRAM
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4739

The Manager of the Employment Equity Program plans, develops and coordinates activities to improve the status of five designated groups, which include racial minorities, Francophones, Native people, people with disabilities and women, with the aim of ensuring equal opportunity for employment.

SUPPLY AND SERVICES BRANCH MTO 14
1201 Wilson Ave., Central Bldg., Rm. 130
Downsview M3M 1J8
416-235-3782

The Administrative Services Office, under the Supply and Services Branch, has three main sections: Information Management (235-4344) deals with information and data resource management issues; Office Services (235-4827) provides a wide spectrum of facilities and services related to an integrated office environment; Graphic Services (235-4365) is a centralized graphics and publications planning, production and distribution facility, which also coordinates the production and distribution of Ministry **maps** and **manuals**, including Ontario road maps (235-4339).

The **Library** and Information Centre (1201 Wilson Ave., Central Bldg., 1st Flr., Downsview 235-4546) contains a comprehensive book and periodical collection on ground transportation and communications and selected materials in related fields. The Centre has been designated as the **Ministry reading room** to provide public access to Ministry publications, statistics and some manuals and internal procedures.

The Service Centre and Food Services Section (235-3776) is responsible for the **service centres** on Highways 400 and 401. It also monitors **food** services within the Downsview complex.

The Purchasing, Sales and Distribution Office (235-3783) provides for procurement, sales and distribution via 5 sections: Ontario Vehicles and Fuels Purchasing (235-3765) which purchases all **vehicles**, **petroleum** products and tires for the COntario Government; General Purchasing (235-3748); Tenders (235-3746); Central Stores (235-3477); and Regional Advisory and Disposal (235-3775) which disposes of all vehicles for the Ontario Government, as well as many other surplus and obsolete items.

The Ontario Government Fleet Administration Office provides coordination and direction for the effective management of the government's fleet (235-4898).

GOVERNMENT GARAGE MTO 15
881 Bay St.
Toronto M5S 1Z7
416-965-2148
Fax 416-324-4927

The Government Garage provides a complete chauffeuring and **garage** service to all government ministries.

OFFICE OF THE COORDINATOR MTO 16
OF FRENCH LANGUAGE SERVICES
1201 Wilson Ave., 7th Flr., West Tower
Downsview M3M 1J8
416-235-4547

The Office of the Coordinator of French Language Services coordinates and monitors the implementation plan to meet the Ministry's obligations under the French Language Services Act; advises the Deputy Minister on related issues; coordinates Ministry activities in developing services in French; liaises with francophone associations; and disseminates information about the availability of services in French. The office also coordinates translation services within the Ministry.

BUREAU DU COORDONNATEUR
DES SERVICES EN FRANÇAIS

Le bureau du coordonnateur des services en français élabore et dirige des plans de mise en oeuvre en vue de remplir les obligations du ministère selon la Loi sur les services en français; conseille le sous-ministre sur les questions qui s'y rattachent; coordonne les activités des bureaux reliés au développement des services en français; maintient des liens avec les associations francophones; et distribue de l'information au sujet des services du ministère qui sont disponibles en français. Le bureau s'occupe également de la coordination des besoins de traduction du ministère.

ASSISTANT DEPUTY MINISTER-ENGINEERING AND CONSTRUCTION

TRANSPORTATION CAPITAL BRANCH MTO 17
1201 Wilson Ave., 4th Flr., West Tower
Downsview M3M 1J8
416-235-4154

This branch is responsible for the effective Management of all highway capital investment resources and for highway system plan coordination. It provides highway system planning, priority setting, programming services, scheduling and expenditure control for capital construction and ancillary investment.

The Highway Planning Office assesses highway system conditions, deficiencies, short and long term capital needs; develops priorities and appropriate capital investment strategies; develops and administers the **highway** system management plan, future network perspectives, and carries out planning studies for existing or proposed links in the provincial highway system.

The Highway Capital Administration Office's function is administration and financial coordination within the Provincial Highways Program, including establishment of budgets and monitoring current year expenditures for each activity of the program. The office also prepares and maintains multi-year highway capital **construction** plans, and is responsible for staging, award schedules and current year expenditure control of all provincial highway improvement initiatives.

ESTIMATING OFFICE MTO 18
1201 Wilson Ave., 6th Flr., West Tower
Downsview M3M 1J8
416-235-4287

The Estimating Office advises senior Ministry officials on the fair price for **highway construction** and maintenance contracts. Activities include giving an **economic** analysis of highway construction and related work; producing annual reports on the costs of highway construction, structures and unit prices; and determining contractor bid trend results, along with the quantities and unit value of manufactured and raw material incorporated into the work.

ENGINEERING CLAIMS OFFICE MTO 19
1201 Wilson Ave., 6th Flr., West Tower
Downsview M3M 1J8
416-235-5264

The Engineering Claims Office advises senior Ministry officials about the resolution of disputes arising on tendered capital and maintenance contracts between the Ministry and contracting parties.

Activities include the examination of claim principles and the analysis of the claimed costs.

PROPERTY OFFICE MTO 20
1201 Wilson Ave., East Bldg., Rm. B-28A
Downsview M3M 1J8
416-235-4245

The Property Office is responsible for provincial policies and procedures in the areas of **property appraisal**, acquisition, **land** management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals; coordinates technical training programs; administers overall property-related budgets; and prepares all **arbitration** cases proceeding before the **Ontario Municipal Board**. For information, contact the

Property Section of the Engineering and Right-of-Way offices at regional offices listed under Operations, Regional.

HIGHWAY ENGINEERING DIVISION

HIGHWAY ENGINEERING DIVISION MTO 21
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4972

The Highway Engineering Division develops policies, design procedures and systems; conducts research; and offers advice for the infrastructure of the King's Highway System. The division also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the Ministry's regional offices and with industry.

ENGINEERING MATERIALS OFFICE MTO 22
1201 Wilson Ave., Central Bldg., Rm. 313
Downsview M3M 1J8
416-235-3733

Through the Bituminous (235-3715), Concrete (235-3705), Chemicals (235-3726), and Soils and Aggregates (235-3735) Sections, the Engineering Materials Office provides quality standards, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. **Laboratory** testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**.

The Foundation Design Section (235-3731) conducts field investigations; performs geotechnical engineering analysis; and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports which are distributed within the Ministry and made available to others on request.

ENVIRONMENTAL OFFICE MTO 23
1201 Wilson Ave., 2nd Flr., West Bldg.
Downsview M3M 1J8
416-235-3478
Fax 416-235-4922

The Environmental Office develops policies, procedures, monitoring and training to ensure the Ministry's compliance with **environmental** legislation and regulations. Particular emphasis is placed on project planning under the **Environmental Assessment Act**, and **waste** management under the **Environmental Protection Act**. Environmental units are located in each of the Ministry's regional offices (see this Ministry's Operations, Regional entry).

HIGHWAY DESIGN OFFICE MTO 24
1201 Wilson Ave., 2nd Flr., West Bldg.
Downsview M3M 1J8
416-235-3493

The Highway Design Office develops policies and procedures for payments, preliminary and detail **design, drainage** and **hydrology** and new highway products. Responsibilities include determining the skid resistance of pavements; evaluating the roughness and riding quality of **highways**; and developing and maintaining standard specifications and drawings reflecting Ministry **construction** and maintenance requirements. The office develops, monitors and provides technical expertise on automation of highway design

activities, which is carried out by a number of sections including Design Development, and Applications, Design Evaluation and Pavement, Highway Standards, Drainage and Hydrology Development, and Design Automation. This office produces a number of highway **publications** and manuals. The clients of this office are: The Ministry's Regional offices, District offices, other ministries, municipalities, consulting engineers, contractors and manufacturers.

STRUCTURAL OFFICE MTO 25
1201 Wislon Ave., Atrium Tower
Downsview M3M 1J8
416-235-4959

The Structural Office designs **bridges** and retaining walls on **highways**, and prepares plans and contract documents for their **construction** and rehabilitation. Activities include reviewing proposed designs of **municipal** bridges and culverts; evaluating the safe load carrying capacity of bridges; and recommending enactment of municipal load limit by-laws. The office generates and maintains structural standards, structural manuals and handbooks and design aids.

SURVEYS AND PLANS OFFICE MTO 26
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4258

The Surveys and Plans Office provides the Ministry with policy, guidelines and procedures for legal, engineering, control and aerial **surveys, remote sensing** and cartographic services. The office also produces photogrammetric plans, cartographic **maps**, legal documents, and performs control survey data/services and surveying-related computer services.

Maps are available to the public through this Ministry's Information Management Section of the Supply and Services Branch (235-4339).

Information may be obtained, on an area basis, from the regional and district offices listed under this Ministry's Operations, Regional entry.

PROGRAM TECHNOLOGY OFFICE MTO 27
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4258

The Program Technology Office is responsible for the long range information **technology** planning for the **Provincial Highways Program** to produce long range plans, action plans and operational plans as well as coordinating the establishment of standards and policy guidelines for implementation of new technology within the program.

Plans, technology standards and an internally produced newsletter on technology implementation is available from this office for use within the Provincial Highways Program.

RESEARCH AND DEVELOPMENT BRANCH MTO 28
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-4744

The branch conducts **research** and development to improve the physical and safety attributes of highways. Pavement research focuses on design procedures, performance, and **pavement management systems**. Research on **bridge** structures ensures adequate load-carrying capacity, safety, economy, durability and the development of a bridge design code. The branch researches materials, construction and the environment to improve the in-service performance and behaviour of materials, as well as the interaction of the high-

way facility with the immediate environment and the vehicle. Research is also conducted on traffic management systems, economic issues, lighting and human factors related to the Provincial Highways Program. A wide variety of technical **publications** (235-4703) are available.

RESEARCH AND DEVELOPMENT BRANCH MTO 29
PAVEMENT AND ROADWAY RESEARCH OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-4742

The Pavement and Roadway Research Office carries out research relating to the design, maintenance, protection and management of **highway** pavements. Some projects involve commercial **vehicle** weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems, and pavement management systems. Other areas include guiderail **design** and evaluation, illumination design and **noise** control.

RESEARCH AND DEVELOPMENT BRANCH MTO 30
MATERIALS RESEARCH OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-4740

The principal concern of the Materials Research Office is the deterioration of concrete structures. Technology has been developed for the construction of new bridges and the investigation and **rehabilitation** of corrosion-damaged **bridge** decks and substructure components.

Other areas of interest include the **environmental** effects of road salt, alternative de-icing **chemicals**, snow and ice control, pavement markings, asphalt cements, vegetation management, **geotextiles** and design of **drainage** systems.

RESEARCH AND DEVELOPMENT BRANCH MTO 31
STRUCTURAL RESEARCH OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-4741

The Structural Research Office maintains a program of **bridge** testing to ensure the viability and strength of Ontario's highway bridges. This office is also instrumental in the development of the **Ontario Highway Bridge Design Code** and new structural analysis and **design** techniques for different kinds of bridges, including timber and soil-steel bridges.

RESEARCH AND DEVELOPMENT BRANCH MTO 32
TRAFFIC AND DECISION SYSTEMS OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-4743

The Traffic and Decision Systems Office conducts research in **traffic** systems for the safe and cost-effective movement of people, goods and services in the roadway transportation system. These traffic systems include traffic and fleet management, emergency evacuation, vehicle monitoring and control, road/weather information, and mobile information for vehicle navigation and route guidance. Emphasis is placed on the application of new technology, such as expert systems, intelligent control, real-time traffic simulation and optimization, and **computer** graphics.

RESEARCH AND DEVELOPMENT BRANCH MTO 33
HIGHWAY INNOVATIONS AND
STRATEGIC RESEARCH OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-4743

The Highway Innovations and Strategic Research Office conducts research into strategic and economic program issues, human factors related to the highway program, and develops methods to improve the implementation of research findings into Ministry practice; also included is the integration of new products and engineering techniques. The office is developing a computer database of new product information and research activities, and monitoring the activities of the United States **Strategic Highway Research Program** (SHRP) and the Canadian equivalent (CSHRP). **Publications** include technical reports based on in-house research and funded projects.

ASSISTANT DEPUTY MINISTER
PROVINCIAL/MUNICIPAL TRANSPORTATION

TRANSPORTATION INDUSTRY SUPPORT MTO 34
1201 Wilson Ave., East Bldg., Rm. 144
Downsview M3M 1J8
416-235-3745

The Transportation Industry Support function provides a focus within the Ministry for initiatives related to **technological** and **industrial** development in Ontario. This function is realized by working with other ministries and levels of government to promote the development of **business** opportunities identified through the Ministry's wide-ranging **transportation**-related activities. Staff also participate, with business and other government agencies, in the marketing of Ontario's transportation products, services and expertise in the international marketplace.

PROVINCIAL TRANSPORTATION DIVISION

AVIATION OFFICE MTO 35
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4049

The Aviation Office develops provincial policies on aviation matters; monitors the level of **air** services in Ontario; reviews air carrier applications for new or improved services submitted to the National Transportation Agency; and influences the federal government and the aviation industry to provide improved transportation services and facilities in Ontario.

The office gives technical advice and **financial assistance** to municipalities for the development and maintenance of **municipal airports**, and plans and programs the construction and maintenance of remote airports in **Northern Ontario**.

The actual construction and maintenance activities for remote airports are carried out by this Ministry's Remote Northern Transportation Office, Northwestern Region.

MARINE OFFICE MTO 36
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4044
Fax 416-235-5224

The Marine Office works closely with the federal, provincial governments, and other international agencies in cooperation with marine interests within the province, to formulate provincial policy supporting the continued development of the **Great Lakes** and the ports, carriers, shipyards and shippers as a viable commercial water **transportation** mode.

RAIL OFFICE MTO 37
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4058

The Rail Office develops provincial policy on **rail** matters, and maintains close contact with railway companies, shippers and regulatory authorities.

PASSENGER SYSTEMS OFFICE MTO 38
1202 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4076

The Passenger Systems Office develops corporate policy positions on multi-modal passenger **transportation** issues and long-range perspectives for public and private transportation, particularly intercity. The office is also responsible for the Ministry's role in support of inter-modal passenger terminals, and **publishes** the **"Ontario Intercity Guide to Public Transportation"** for free distribution.

GOODS DISTRIBUTION SYSTEMS OFFICE MTO 39
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4069

The Goods Distribution Systems Office offers a consulting service for small Ontario **business** firms encountering difficulties in the physical distribution of products. Service is provided by professional staff located in Downsview (see above), Thunder Bay, Sault Ste. Marie, Timmins, and Kingston (see below). The office acts as the primary contact with those in the private sector responsible for goods distribution, provides analysis, and prepares policy on goods distribution issues.

The Northern Ontario Freight Rate/Service Information Program (toll-free 1-800-461-2280) provides **freight rate and service information** for domestic and export truck, air and small shipments to, from and within Northern Ontario.

Goods Distribution Systems Office
421 Bay St., 5th Flr.
Sault Ste. Marie P6A 2A7
705-942-7447

Goods Distribution Systems Office
435 James St. S.
Thunder Bay P7C 5G6
807-475-SHIP

Goods Distribution Systems Office
Timcor Building, Ste. 202
273 Third Ave.
Timmins P4N 1E2
705-268-SHIP

Goods Distribution Systems Office
355 Counter St.
Kingston, K7L 5A3
613-545-4604

MUNICIPAL TRANSPORTATION DIVISION

MUNICIPAL TRANSPORTATION DIVISION MTO 40
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-3990
Fax 416-235-5224

The Municipal Transportation Division manages the Ministry's municipal transfer programs. Municipalities receive assistance in the development and operation of their transit systems for both conventional service and service for the physically disabled, and in the construction, rehabilitation and maintenance of their road systems. Authority is provided through the Public Transportation and Highways Improvement Act, Local Roads Boards Act, and Statute Labour Act.

MUNICIPAL TRANSPORTATION MTO 41
POLICY PLANNING BRANCH
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-4093
Fax 416-235-5224

The branch consists of the Transportation Demand Research Office (235-4079); Municipal Transportation Policy Office (235-4093); Toronto Area Coordinating Office (235-3971); and Coordinator, Transportation Services for Disabled and Elderly Persons (235-3963). This branch guides **municipal transportation** towards a balanced system of transit and roads by developing position papers on key issues and specific policy options; researches **travel** demand; monitors future trends and travel behaviour in the province; coordinates broad mobility initiatives for the **disabled** and **elderly**; implements policy directions to coordinate its efforts with other offices, ministries, municipalities and transportation agencies; and provides a transportation focus within the Ministry for major planning initiatives in the greater Toronto area.

MUNICIPAL ROADS OFFICE MTO 42
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-4009
Fax 416-235-5224

The Municipal Roads Office formulates policy for providing **financial assistance** to **municipalities** and groups in **unorganized territories** for the **construction** and maintenance of **roads** and **bridges**. The office develops systems to assist municipalities in the overall programming of capital works, and administers the **Public Transportation and Highway Improvement Act** and the **Local Roads Boards Act**. Construction and maintenance in unorganized territories is carried out in various district offices under the direction of Regional Municipal Roads Offices. The district offices maintain direct day-to-day contact with the municipalities. For a list of the district offices, see this Ministry's Operations, Regional entry.

TRANSIT OFFICE MTO 43
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-4010
Fax 416-235-5224

The Transit Office provides **financial** and technical assistance to **municipalities** for **transit** operations, including specialized services for physically **disabled persons**. Assistance is

also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 44
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-5043

The Transportation Technology and Energy Branch conducts and promotes **research**, development, demonstration and the application of **transportation** and **energy technologies** and systems to improve the efficiency and effectiveness of Ontario's transportation systems. The branch also supports the transportation industry and fosters economic growth.

Technical **Publications** (235-3466) publishes and distributes technical reports, newsletters and brochures in support of the branch's activities.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 45
VEHICLE TECHNOLOGY OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-5019

This office initiates, conducts and evaluates research, development and demonstration activities to improve productivity, **safety** (including stability and handling), and application of technology to **bus transit** and commercial vehicles. The office conducts **research** on **motor vehicles, trucks**, alternate **fuels**, and **electric** propulsion systems, develops and demonstrates new products for vehicles to improve the mobility of the handicapped. Special testing facilities, including an instrumentation **laboratory**, chassis dynamometer and commercial vehicle test track, support these activities and other Ministry needs.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 46
RAIL AND ADVANCED TRANSPORTATION SYSTEMS OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-3459

The Rail and Advanced Transportation Systems Office initiates and coordinates projects in rail **transportation** and advanced transportation system technology, with the main focus on **research**, development, demonstration and implementation of new technologies in urban **rail** transit. Activities include identifying technological needs and opportunities in cooperation with transit properties and industry; initiating projects to meet the needs; and managing Ministry funded projects. Studies are conducted in support of the above activities, and new developments in rail transit **technology**, their technological, economic and operational impacts are monitored. Rail vehicle dynamics, **noise**, vibration testing, commuter rail driver advisory system, and vision systems are included in the studies.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH
TRANSPORTATION CONTROL TECHNOLOGY AND SYSTEMS OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-3459 MTO 47

The Transportation Control Technology and Systems Office conducts, promotes and facilitates research, development and demonstration activities in the application of control and information system technologies to improve transportation in Ontario. Emphasis is on assisting the private sector in improving productivity and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of urban transit management; vehicular control systems; information systems; advanced technology applications such as **Wide Area Vehicle Monitoring (WAVM)**, transit operations, maintenance and information systems, robotics, fare collection, automatic passenger counting, vehicle diagnostics, smart cards, and expert systems.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH
TRANSPORTATION ENERGY AND PRODUCTIVITY OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-5037 MTO 48

The Transportation Energy and Productivity Office promotes energy and operational efficiency and productivity within Ontario's transportation sector. The office reaches Ontario's trucking industry, industrial and institutional fleets, and provides information to municipalities, other ministries, and the general driving public. The office provides the following information: **municipal transportation energy conservation**; ride-sharing (car and van pooling); DriveSave (**driver** efficiency improvement); TruckSave (**truck** energy conservation); alternative transportation **fuels** (propane, **natural gas**, methanol, greater use of diesels); and administers Government of Ontario energy management programs for its own **vehicle** fleet.

ASSISTANT DEPUTY MINISTER-SAFETY AND REGULATION

SPECIAL PROJECTS MTO 49
1201 Wilson Ave., 2nd Flr., West Bldg.
Downsview M3M 1J8
416-235-3589

The Special Projects Office coordinates the **Driver Project**, which will upgrade and improve administration and computer support for **driver** licence administration. The office is also responsible for coordinating **contingency planning** for the **Transportation** Regulation program.

TRANSPORTATION REGULATION DEVELOPMENT BRANCH MTO 50
1201 Wilson Ave., 2nd Flr., West Bldg.
Downsview M3M 1J8
416-235-3585
Safety Coordination/Development
416-235-3585
Motor Carrier Policy
Fax 416-235-3603

The branch promotes the safe and efficient highway transportation of people and goods within Ontario by: determining and evaluating regulatory program needs of private and commercial **drivers** and **vehicles**, providing information and liaison on government policies concerning the **highway** carrier industries; and preparing drafts for proposed legislation and regulation (**Highway Traffic Act, Truck Transportation Act, Public Vehicles Act, Motorized Snow Vehicles Act**, **Off-Road Vehicles Act**). The branch also assists the Ontario Highway Safety Coordinator in the promotion and coordination of highway **safety** activities in the public and private sectors; develops, monitors and evaluates **educational**, regulatory or policy initiatives designed to influence the qualification, behaviour and attitudes of drivers and other road users and the use of safety-related vehicle equipment; conducts highway safety research, primarily in the driver behaviour area; disseminates highway safety **information**, data and research findings; and publishes the **Ontario Road Safety Annual Report**.

TRANSPORTATION REGULATION OPERATIONS DIVISION

SYSTEMS IMPROVEMENT OFFICE MTO 51
2680 Keele St., East Bldg.
Downsview M3M 3E6
416-235-4502

The Systems Improvement Office is an internal systems support office serving the operational units within the Safety and Regulation Program. The office undertakes maintenance and development relating to the Drivers, Vehicles and Carrier systems (for internal and external parties). Systems maintenance and development is handled out of Toronto and the Kingston office located at 355 Counter St., Kingston K7L 1A7 (613-544-2220).

COMPLIANCE BRANCH MTO 52
CARRIER LICENSING OFFICE
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4493

The Carrier Licensing Office administers the **Public Vehicles Act (PV)**, the **Public Commercial Vehicles Act (PCV)** and the **Truck Transportation Act (TTA)**. For-hire, **bus**, **trucking** and charter bus operators, **licences** beyond municipal boundaries are issued by this office under the above acts.

For-hire, bus, trucking and bus operations, licences beyond provincial boundaries, including corridor movements through the province, are issued by this office under the

Motor Vehicle Transport Act (Canada) 1987.

The Commerical Vehicle Operator Registration Certificates are controlled and issued by this office under the authority of the Highway Traffic Act.

Applications for a cartage licence to transport goods within the boundaries of a municipality should be made to the Clerks Office of that municipality.

COMPLIANCE BRANCH MTO 53
CARRIER CONTROL OFFICE
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4479

The Carrier Control Office investigates purported contraventions under the Motor Vehicle Transport (Federal), Public Commercial Vehicles (Provincial), and Public Vehicles (Provincial) Acts. It monitors operations of carriers, and initiates control and sanction proceedings against offenders for the aforementioned Acts. The Enforcement Liason Section monitors enforcement programs and acts as a focal point for National Safety Code initiatives.

COMPLIANCE BRANCH MTO 54
OPERATIONAL POLICY AND STANDARDS OFFICE
1201 Wilson Ave., West Bldg.
Downsview M3M 1J8
416-235-3568

The Operational Policy and Standards Office promotes the uniform delivery of programs to the public by providing directives, operating procedures and technical expertise within the Compliance Branch.

COMPLIANCE BRANCH MTO 55
WEIGHTS AND DIMENSIONS OFFICE
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4811

This office contributes to the protection of Ontario roads by enforcing controls on **vehicle** weights and dimensions. Responsibilities include responding to public and industry inquiries in the areas of oversize and overweight vehicle **permit** moves, and issuing applicable permits.

COMPLIANCE BRANCH MTO 56
VEHICLE STANDARDS OFFICE
1201 Wilson Ave., West Bldg.
Downsview M3M 1J8
416-235-3587

The Vehicle Standards Office provides consulting services to the Ministry, other government agencies and the public on **vehicle**-related legislation and regulations, vehicle safety standards, vehicle performance and handling characteristics.

LICENSING AND CONTROL BRANCH MTO 57
2680 Keele St., East Bldg.
Downsview M3M 3E6

The Licencing and Control Branch regulates qualifications and performance, and maintains licensing, registration and conviction records for **drivers** and **vehicles**. The branch also provides driver and vehicle information to the public, the courts and law enforce-

ment agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), and driver **licensing** (renewals, change of address), call 235-2999 or contact the nearest regional or district Drivers and Vehicles Office (see Operations, Regional, Drivers and Vehicles Office).

LICENSING AND CONTROL BRANCH MTO 58
RECIPROCITY AND PRORATE OFFICE
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4773

The Reciprocity and Prorate Office administers Ontario's participation in the **Canadian Agreement on Vehicle Registration (CAVR)**, which has been implemented by all ten Canadian provinces (excluding the territories). The objective of the agreement is to provide for the smooth and efficient movement of goods across provincial boundaries, allowing **trucking** companies and commercial carriers to apportion their registration fees in each participating province. The office provides reciprocity for **registration** of commercial **motor vehicles** (trucks and **buses**) in the following ways. Full and free reciprocity is given for small trucks, trailers, charter buses and trucks carrying used household goods. Commercial vehicles not covered by full and free reciprocity may register in member jurisdictions and have the registration fees prorated, based on the distance travelled in each jurisdiction.

OPERATIONS, REGIONAL

OPERATIONS, REGIONAL MTO 59

Operations, Regional of this Ministry are conducted through five regional and 18 provincial highways district offices which perform pre-contract engineering, **construction** and maintenance activities and other functions associated with the **Provincial Highways Program**. The offices also perform some of the program delivery functions of the Municipal Roads Program, Safety and Regulations Program and Air Program. These functions are described more fully under the following Operations, Regional entries: Administrative Services, Construction Office, Drivers and Vehicles Office, Engineering and Right-of-Way Office, Maintenance Office, Municipal Roads Office, Remote Northern Transportation, and Resources Planning and Scheduling. The Drivers and Vehicles Office has five regional offices, twelve district offices and a number of driver examination centres, which are listed under Operations, Regional, Drivers and Vehicles Office.

The 18 provincial highways district offices assist municipal authorities in developing and maintaining a system of highways that meets municipal needs and is complementary to the provincial highways system. The offices advise on construction and maintenance techniques, when requested, and authorize payment of Ministry **subsidy** funds to **municipalities**. In **unorganized territories**, construction or maintenance of local roads is carried out in cooperation with land owners. The offices also provide information on the condition of provincial **roads** and **highways**. **Permits** for entrances onto provincial highways, as well as for **advertising** signs and buildings/structure adjacent to the highways are issued through the district offices. Listed below are the five regional and 18 provincial highway district offices.

CENTRAL REGION

Regional Office
1201 Wilson Ave., Atrium Tower
Downsview M3M 1J8
416-235-2711
If long distance dial
1-800-268-0637 (General Information)
1-800-268-1376 (Road Information)
1-800-268-1387 (Winter Conditions)

Hamilton District
P. O. Box 5020
1182 North Shore Blvd.
Burlington L7R 3Z9
416-637-5625

Toronto District
1201 Wilson Ave., Atrium Tower
Downsview M3M 1J8
416-235-2771

Port Hope District
P. O. Box 150
138 Hope St. N.
Port Hope L1A 3W3
416-885-6381

EASTERN REGION

Regional Office
P. O. Box 4000
355 Counter St.
Kingston K7L 5A3
613-544-2220
If long distance dial
1-800-267-0295 (General Information)
1-800-267-0284 (Road Information)

Bancroft District
P. O. Box 300
64 Monck Rd.
Bancroft K0L 1C0
613-332-3220
If long distance ask Operator
for Zenith 83580
(General & Road Information)

Kingston District
P. O. Box 4000
355 Counter St.
Kingston K7L 5A3
613-544-2220

Ottawa District
530 Tremblay Rd.
Ottawa K1G 0E4
613-745-6841

NORTHERN REGION

Regional Office
P. O. Box 3030
447 McKeown Ave.
North Bay P1B 8L2
705-472-7900
If long distance dial
1-800-461-9547 (General Information)
1-800-461-9523 (Road Information)

Cochrane District
P. O. Bag 5000
50 Third Ave.
Cochrane P0L 1C0
705-272-4333

Huntsville District
207 Main St.
Huntsville P0A 1K0
705-789-2391

New Liskeard District
P. O. Box 1390
500 Rockley Rd.
New Liskeard P0J 1P0
705-647-6761

North Bay District
P. O. Box 3030
447 McKeown Ave.
North Bay P1B 8L2
705-472-7900

Sudbury District
P. O. Box 7000, Station "A"
McFarlane Lake, Hwy 69 S.
Government Office Rd.
Sudbury P3A 4S2
705-522-9380

NORTHWESTERN REGION

Regional Office
P. O. Box 1177, Station "F"
615 James St. S.
Thunder Bay P7C 4X9
807-473-2000
If long distance dial
1-800-465-6941 (General Information)
1-800-465-6943 (Road Information)

Kenora District
P. O. Box 5070
808 Robertson St.
Kenora P9N 3X9
807-468-6494

Sault Ste. Marie District
P. O. Box 500
160 McDougall St.
Sault Ste. Marie P6A 5M6
705-942-8120

Thunder Bay District
P. O. Box 1177
615 James St. S.
Thunder Bay P7C 4V7
807-473-2043

SOUTHWESTERN REGION

Regional Office
P. O. Box 5338
659 Exeter Rd.
London N6A 5H2
519-681-1441
If long distance dial
1-800-265-6072 (General Information)
1-800-265-6070 (Road Information)

Chatham District
P. O. Box 819
60 Keil Dr.
Chatham N7M 5L3
519-354-1400

London District
P. O. Box 5338
659 Exeter Rd.
London N5V 2Y4
519-681-1441

Owen Sound District
P. O. Box 520
1450 Seventh Ave. E.
Owen Sound N4K 5R1
519-376-7350

Stratford District
P. O. Box 8
581 Huron St.
Stratford N5A 6S8
519-271-3550

OPERATIONS, REGIONAL ADMINISTRATIVE SERVICES — MTO 60

Regional and district offices provide financial, personnel, supply and support services to all program staff operating out of regional/district and field offices. These services include payroll and related items; processing accounts for payment; maintaining cost records and budgets; purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. See this Ministry's Operations, Regional entry for a list of regional and district offices.

OPERATIONS, REGIONAL CONSTRUCTION OFFICE — MTO 61

Through five Regional Construction Offices, the Ministry supervises contracts for the **construction** of new **highway** facilities and for rehabilitation and upgrading of the existing highways. These offices are located at the five regional offices listed under this Ministry's Operations, Regional entry.

OPERATIONS, REGIONAL MTO 62
ENGINEERING AND RIGHT-OF-WAY OFFICE

An Engineering and Right-of-Way Office is located at each of the Ministry's five regional offices listed under the Operations, Regional entry. Each office manages all pre-construction engineering activities, **environmental** assessment, **property** acquisition and disposal required for the Ministry's **highway** improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The Surveys and Plans Section provides all engineering and land **surveys** and aerial **photograph** interpretation in the region. The Property Section acquires, manages, leases and sells the Ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing **soil** conditions; recommends embankments and pavement designs; specifies retaining wall and culvert foundation capacities; and identifies and tests aggregate sources suitable for use by Ministry contractors. The Structural Section undertakes structural and **hydrological** designs.

OPERATIONS, REGIONAL MTO 63
MAINTENANCE OFFICE

The **Highway Maintenance Program** for all districts in the region is coordinated, approved and monitored through the regional offices (see list under this Ministry's Operations, Regional entry). They manage **construction** and maintenance programs associated with patrol yards and buildings. Through their Traffic Section, the offices collect **traffic statistics**, conduct traffic operations studies, determine **road** information, sign and traffic signal locations, and provide traffic engineering services, upon request from external and internal authorities.

OPERATIONS, REGIONAL MTO 64
MUNICIPAL ROADS OFFICE

This office approves and authorizes **financial assistance** to **municipalities** through the Ministry's municipal **road** programs, within policy guidelines established by Head Office. A Municipal Roads Office is located at each of the Ministry's 18 district offices in the five regions which are listed under the Operations, Regional entry.

OPERATIONS, REGIONAL MTO 65
REMOTE NORTHERN TRANSPORTATION
615 James St. S.
P. O. Box 1177, Postal Station "F"
Thunder Bay P7C 4X9
807-473-2000

This office, located in the northwestern regional headquarters, is responsible for the **construction** and ongoing operation of remote **airports** in **Northern Ontario**. For information on provincial policy on aviation matters, see this Ministry's Aviation Office entry.

OPERATIONS, REGIONAL MTO 66
RESOURCES PLANNING AND SCHEDULING

A Resources Planning and Scheduling Office is located at some of this Ministry's regional offices (see the Operations, Regional entry). Activities include providing **computer** services support, staff training and development, **personnel** management, and management **systems development** to each region. Improvements to the **highway** system are coordinated within the regions as part of the Provincial Highways Program. The Regional Administrative Services Office supports these functions in regions that do not

have a Resources Planning and Scheduling Office.

OPERATIONS, REGIONAL DRIVERS AND VEHICLES OFFICE

MTO 67

Operations, Regional, Drivers and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through five regional and 15 district offices in the province. The offices hold driver examination tests for various classifications of **drivers** of **motor vehicles**, including **motorcycles**, and for driver education instructors. Driver **licences** are issued at 64 full-time centres and 98 travel points. Offices throughout the province conduct demerit system and driver improvement interviews. The vehicle inspection function involves inspection of commercial motor vehicles, monitoring of **school** and non-commercial **bus** inspection, issuance of **safety** standard certificates, and operation of portable and permanent inspection lanes. Highway carrier officers inspect commercial motor vehicles for compliance with weight and license legislation. Oversize/overweight **permits** are issued in districts on an annual, project and single-trip basis. The following is a list of the 5 regional offices, 15 district offices, and 64 full-time driver examination centres.

CENTRAL REGION

Regional Office

Atrium Tower
1201 Wilson Ave.
Downsview M3M 1J8
For all areas dial
1-800-268-7590 vehicle inquiry
1-800-268-0637 general inquiry

District Offices

John Rhodes Centre
7900 Airport Rd.
Brampton L6T 4N8
416-793-4340
(Regional Municipalities of Halton and Peel)

Driver Licencing
416-793-4336

Bus and Truck Operations
Safety Inspection of Vehicles
Oversize/Overweight Permits
416-793-4340

Port Hope District
138 Hope St. N.
P. O. Box 150
Port Hope L1A 3W3
416-885-2481
(Counties of Northumberland, Peterborough, Victoria and Regional Municipality of Durham)

Driver Licensing
Bus and Truck Operations
Safety Inspection of Vehicles
416-885-2481

Oshawa Office
67 Thornton Rd.
Oshawa L1J 5Y1
416-728-5890

Toronto District
773 Warden Ave.
Scarborough M1L 4C2
416-750-3407
(Regional Municipality of York & Metropolitan Toronto)

Driver Licensing
416-751-4952

Bus & Truck Operations
Safety Inspection of Vehicles
416-750-3407

Vehicle Permits & Licences
Queen's Park: 416-965-2206

Oversize/Overweight Permits
416-750-3407

Hamilton District
370 Kenora Ave. N.
Stoney Creek L8E 2W2
416-561-5921
(County of Brant, the former County of Haldimand & the Regional Municipalities of Hamilton-Wentworth and Niagara)

Driver Licensing
416-561-5921

Bus & Truck Operations
416-561-5926

Safety Inspection of Vehicles
416-561-5927

Vehicle Permits & Licences
416-561-5921

Oversize/Overweight Permits
Hamilton: 416-561-5926
St. Catharines: 416-685-6528

EASTERN REGION

Regional Office

355 Counter St.
Kingston K7L 5A3
613-544-2220
If long distance dial
1-800-267-0295

District Offices

Kingston District
355 Counter St.
Kingston K7L 5A3
613-544-2220
(Counties of Lennox and Addington, Hastings, Prince Edward, Frontenac, Leeds and Grenville, Stormont, Dundas and Glengarry)

Ottawa District
1570 Walkley Rd.
Ottawa K1V 6P5
613-731-1760
(Counties of Lanark, Renfrew, Prescott, Russell and the Regional Municipality of Ottawa-Carleton)

Driver Licensing
613-731-1760

Bus & Truck Operations
Safety Inspection of Vehicles
Oversize/Overweight Permits
Vehicle Permits & Licences
613-731-6451

NORTHERN REGION

Regional Office

447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-472-7900
If long distance dial
1-800-461-9548

District Offices

North Bay District
447 McKeown Ave.
North Bay P1B 8L2
705-472-7900
If Long distance dial
1-800-461-9548
(District of Parry Sound, Nipissing, the District Municipality of Muskoka & the Provisional County of Haliburton)

Timmins District
83 Algonquin Blvd. W.
Timmins P4N 2R4
705-264-5349
(Districts of Timiskaming and Cochrane, Sudbury, Manitoulin and Eastern part of Algoma District and the Regional Municipality of Sudbury)

Driver Licensing
705-264-5349

Sudbury District
782 La Salle Blvd.
Sudbury P3A 4V4
705-566-0315

Bus & Truck Operations
Safety Inspection of Vehicles
Oversize/Overweight Permits
705-566-1414

Driver Licencing
705-566-0315

NORTHWESTERN REGION

Regional Office

615 James St. S.
Box 1177, Station "F"
Thunder Bay P7C 4X9
807-473-2122
If long distance dial
1-800-465-5032/3 (road information)
1-800-465-5034 (switchboard)
1-800-465-5035 (drivers & vehicles)

District Offices

Kenora District
808 Robertson St.
Box 2250
Kenora P9N 3X9
807-468-9715
(Districts of Kenora
& Rainy River)

Driver Licensing
Oversize/Overweight Permits
Bus & Truck Operations
Safety Inspection of Vehicles
807-468-9715

Sault Ste. Marie District
370 Lake St.
Sault Ste. Marie P6B 3L1
705-945-9393
(District of Algoma)

Thunder Bay District
615 James St. S.
Thunder Bay P7C 4X9
807-473-2122
(District of Thunder Bay)

Vehicle Licensing
Driver Licensing
807-475-4291

Oversize/Overweight Permits
807-473-2040

Bus & Truck Operations
Safety Inspection of Vehicles
807-473-2021

Dryden Office
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-3237

Fort Frances Office
621 Mowat Ave.
P. O. Box 536
Fort Frances P9A 3M8
807-274-6623

Wawa Office
11B Second Ave.
Box 497
Wawa P0S 1K0
705-856-7086

SOUTHWESTERN REGION

Regional Office

659 Exeter Rd.
P. O. Box 5338
London N6A 5H2
519-681-1441
If long distance dial
1-800-265-6072

District Offices

Kitchener District
524 Belmont Ave. W.
Kitchener N2M 5E3
519-744-6340
(Counties of Huron, Perth,
Wellington, Bruce, Grey,
Dufferin, Simcoe and the Regional
Municipality of Waterloo)

Driver Licensing
519-744-6340

Bus & Truck Operations
Kitchener: 519-744-1129
Clinton: 519-482-7831
Owen Sound: 519-376-2342
Barrie: 705-726-1262

Safety Inspection of Vehicles
519-744-1120

Oversize/Overweight Permits
Barrie: 705-726-1262
Kitchener: 519-744-6340

London District
659 Exeter Rd.
London N6A 5H2
519-681-1441
(Counties of Elgin, Oxford, Middlesex and the former County of Norfolk)
Suspension Information
1-800-265-6073

Bus & Truck Operations
London: 519-681-1441, ext. 240
Putnam: 519-268-8240
Tillsonburg: 519-842-5739

Safety Inspection of Vehicles
Oversize/Overweight Permits
Vehicle Permits & Licences
519-681-1441

Windsor District
2090 Wyandotte St. E.
Windsor N8Y 1E6
519-258-8312
(Counties of Essex, Kent & Lambton)

Driver Licensing
Bus & Truck Operations
Windsor: 519-258-8312
Windsor: 519-723-2227
Sarnia: 519-542-7709

Safety Inspection of Vehicles
519-258-8312

Oversize/Overweight Permits
Sarnia: 519-542-7707/8
Windsor: 519-258-8312

DRIVER EXAMINATION CENTRES

800 Yonge St. S.
Aurora L4G 1M2
416-773-5019

64 Monck St., Box 300
Bancroft K0L 1C0
613-332-4441

The Duckworth Plaza
353 Duckworth St.
Barrie L4M 3X8
705-726-9093

220 Dundas St. E.
Belleville K8N 1E3
613-962-8661/2

John Rhodes Driver Examination Centre
7900 Airport Rd.
Brampton L6T 4N8
416-793-4340

14 Holiday Inn Dr.
P. O. Box 1554
Brantford N3T 5V6
519-756-5735/0290

2382 Parkdale Ave.
Brockville K6V 3G8
613-342-9772/9

Towers Plaza
152 Plains Rd. W.
Burlington L7T 1E9
416-632-0446

261 Elgin St. N.
Box 123
Cambridge N1R 5S9
519-623-0550

Court House
Cayuga NOA 1E0
416-772-5302

62 Keil Dr. S.
Chatham N7M 3G8
519-352-6154

154 Beech St.
Clinton N0M 1L0
519-482-7831

19 Charles St.
Cobourg K9A 2T4
416-372-5777

50 Third Ave.
Bag 5000
Cochrane P0L 1C0
705-272-4333

120 Tollgate Rd. W.
Cornwall K6J 5M3
613-933-8921/2

479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-3237

375 Station Rd.
Box 240
Espanola P0P 1C0
705-869-4884

621 Mowat Ave.
Box 536
Fort Frances P9A 3M8
807-274-6623

Victoria Grange Plaza
25 Victoria Rd. N.
Guelph N1E 5G6
519-824-2790

Mountain Plaza, Store U
673 Upper James St.
Hamilton L9C 5R9
416-389-2242/3

21 Nelson St.
Hawkesbury K6A 1L4
613-632-4638

207 Main St. W.
Equipment Bldg.
Huntsville P0A 1K0
705-789-4170

6 Queen St.
Kapuskasing P5N 1G7
705-335-4290

808 Robertson St.
Box 2250
Ontario Government Bldg.
Kenora P9N 3X8
807-468-9715/5618

355 Counter St.
Kingston K7L 5A3
613-544-2220 Ext. 347

40-B Lebel Ave.
Kirkland Lake P2N 2Y5
705-567-7911

524 Belmont Ave. W.
Kitchener N2M 5E3
519-744-6340/1

89 Erie St. N.
Leamington N8H 2Z7
519-326-2581

Ontario Government Bldg.
322 Kent St. W., Rm. 133
Lindsay K9V 2Z9
705-324-6431

659 Exeter Rd.
Box 5338
London N6A 5H2
519-681-2501 recording
519-681-2503 direct line

578 King St.
Midland L4R 4P3
705-526-9471

500 Rockley Rd.
Box 1209
New Liskeard P0J 1P0
705-647-5406

Stamford Green Plaza
3483 Portage Rd. N.
Niagara Falls L2J 2K5
416-356-0742

447 McKeown Ave.
Box 3030
North Bay P1B 8L2
705-472-7900 Ext. 329

Oaktown Plaza
568 Kerr St.
Oakville L6K 3C7
416-845-0451

70 First St., Ste. 101
Orangeville L9W 2E5
519-941-6861

I.G.A. Plaza
404 Laclie St.
Orillia L3V 4P5
705-326-9293

67 Thornton Rd. S.
Oshawa L1J 5Y1
416-728-5890

1570 Walkley Rd.
Ottawa K1V 6P5
613-731-2744

1450 Seventh Ave. E.
Owen Sound N4K 2Z1
519-376-2342/2343

513 Eganville Rd.
Pembroke K8A 4E6
613-732-7041

749 Erskine Ave.
Peterborough K9J 7Y6
705-745-9066

740 Stewart St. N.
Renfrew K7V 3B9
613-432-4556

512 Welland Ave.
St. Catharines L2M 5V5
416-685-6527/8

1362 Lambton Mall Rd., Ste. 4
Sarnia N7S 5A1
519-542-7707/8

370 Lake St.
Sault Ste. Marie P6B 3L1
705-254-4365/6

773 Warden Ave.
Scarborough M1L 4C2
416-751-4952

599 Bank St.
Simcoe N3Y 3N3
519-426-6722

283 Brockville St.
Smiths Falls K7A 1P5
613-283-2815

370 Kenora Ave. N.
Stoney Creek L8E 2W2
416-561-5921

581 Huron St.
Stratford N5A 5T8
519-271-0961

200 Metcalfe St. E.
Strathroy N7G 1P8
519-245-1020

Montrose Mall
782 LaSalle Blvd.
Sudbury P3A 1X4
705-566-0316

615 James St. S.
Box 1177, Station "F"
Thunder Bay P7C 4X9
807-475-4291
If long distance dial
1-800-465-5035

56 Brook St. E.
Tillsonburg N4G 1Z6
519-842-5739

83 Algonquin Blvd. W.
Timmins P4N 2R4
705-264-5349

Rm. M1-20, Macdonald Block
Queen's Park, Toronto M7A 2A2
416-965-6061

Trent Square
5 Stewart St
Trenton K8V 6H5
613-392-3346

220 Ridout St.
Walkerton N0G 2V0
519-881-3400

11B Second Ave.
Box 497
Wawa P0S 1K0
705-856-7086

A & P Plaza
325 Thorold St. W.
Welland L3C 3W4
416-774-2206

449 Main St. E.
Winchester K0C 2K0
613-774-2206

2090 Wyandotte St. E.
Windsor N8Y 1E6
519-258-8312

Springbank Shopping Plaza
212 Springbank Ave.
Woodstock N4S 7R3
519-539-2223

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Transportation are listed below. Contact the information branch for unlisted agencies.

ONTARIO HIGHWAY TRANSPORT BOARD — MTO 68

151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-965-1845

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licences** for **bus** for-hire services, approval or rejection of transfers of operating licences and share transfers under the Public Vehicles Act as well as publications of public vehicle tarrifs. Under the Truck Transportation Act, 1988 and the Motor Vehicle Transport Act, 1987, the Board determines the need to hold a public interest hearing and when required holds the hearing. It also maintains a **library**, available to the public for inspection of Board reports and decisions, and publishes its Annual Report.

GO TRANSIT — MTO 69

1120 Finch Ave. W.
Downsview M3J 3J8
416-665-9211
Fax 416-665-9006

GO Transit is the Province of Ontario's inter-regional **transit** system linking Metropolitan Toronto with the surrounding Regions of Durham, York, Peel, Halton, and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 90 kilometres (55 miles) from downtown Toronto. GO (Government of Ontario) administers the system using contract operators, CN Rail and CP Rail for GO Train service; GO runs most of its bus service directly, using contractors Gray Coach Lines and Charterways on only one of its six bus corridors. For timetable and fare information, phone the local GO Transit number (in Toronto, 665-0022).

GO operates under the Toronto Area Transit Operating Authority Act, and reports to the Legislature through the Minister of Transportation. The office maintains a library, open to the public (665-9211), and publishes various timetables, brochures, and an annual report.

LICENCE SUSPENSION APPEAL BOARD — MTO 70

700 Bay St., 24th Flr.
Toronto M5G 1Z6
416-963-1583

The Board hears appeals from persons whose **driver** or **vehicle licence** has been suspended under the **Highway Traffic Act**, Section 30 and Section 18. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station licences under the Highway Traffic Act, Section 75(8) (a) and (e) and Section 77 (a) and (c).

ACTS

ACTS MTO 71

The Ministry of Transportation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Airports Act
Blue Waters Bridge Act
Bridges Act
Commuter Services Act
Dangerous Goods Transportation Act, 1981
Ferries Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation and Communications Act
Ministry of Transportation and Communications Creditors Payment Act
Motorized Snow Vehicles Act
Municipal Electric Railways Act
Off-Road Vehicles Act, 1983
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act
Public Commercial Vehicles Act
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Statute Labour Act (Part)
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act, 1988
Urban Transportation Development Corporation Ltd. Act

MINISTRY OF TREASURY AND ECONOMICS

Frost Bldg. S.
Queen's Park, Toronto M7A 1Y7

A Treasury department was first established in Ontario in 1867. Over the years, the Treasury has been a part of various other government departments including Education, Commerce, Development and Federal and Provincial Relations. In 1972, certain sections of the Department of Municipal Affairs and the Department of Treasury and Economics were combined to form the Ministry of Treasury, Economics and Intergovernmental Affairs. The Ministry of Treasury and Economics was established under the Ministry of Treasury and Economics Act, 1978.

Within the Ontario Government, the Ministry of Treasury and Economics recommends fiscal, economic and regional policies. It deals with taxation and fiscal policy (including development of the Provincial Budget), economic policy and analysis, regional economic development, provincial borrowing and accounting, and statistical information.

DEPUTY MINISTER'S OFFICE

OFFICE OF LEGAL SERVICES — TREASURY 1
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5239

Legal services for the Ministry of Treasury and Economics are provided by this branch. It counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include settling claims, drafting agreements, and offering legal advice on government finance. This office is responsible to the Attorney General's Office.

OFFICE OF THE CORPORATE INFORMATION EXECUTIVE — TREASURY 2
Frost Bldg. N., 4th Flr., Rm. 416
Queen's Park, Toronto M7A 1Z1
416-963-1549

This office is responsible for ensuring the strategic use of information technology in support of Ministry programs and services. It guides Ministry technology planning and ensures compliance with appropriate government rules and processes.

ADMINISTRATION

FREEDOM OF INFORMATION OFFICE — TREASURY 3
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-9852
Fax 416-963-3295

The Executive Director, Administration is the Freedom of Information Coordinator for the Ministry. The Ministry provides the facilities of a public **reading room** for individuals requesting information under the Act. The reading room houses request forms, Directories of General Records and Personal Information held by the Ministry as well as other **publications** and manuals to assist the public while requesting information. The reading room is located in the Frost Bldg. N., Main Flr.

COMMUNICATIONS SERVICES BRANCH TREASURY 4
Frost Bldg. S., 5th Flr., Rm. 519
Queen's Park, Toronto M7A 1Y7
416-965-7171
Telex 06-217575
Fax 416-965-3067

The Communications Services Branch informs the public, client groups and the media about the Ministry's activities. The branch also establishes the Ministry's communications policy, advises other branches on communications problems, and provides communications support to the Treasurer and the Deputy. Activities include liaising with the media, answering public inquiries, and producing and distributing news releases, statements and publications.

LIBRARY SERVICES TREASURY 5
Frost Bldg. N., Main Flr.
Queen's Park, Toronto M7A 1Y8
416-965-2314
Fax 416-965-7950

This area operates a **library** with reference materials for use by this Ministry, the Ministry of Intergovernmental Affairs, the Human Resources Secretariat, the Management Board, their agencies and, to a lesser extent, other provincial and federal ministries.

FINANCE AND MANAGEMENT SERVICES BRANCH TREASURY 6
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-4085
Fax 416-963-2123

The Finance and Management Services Branch provides general financial and accounting services to the Ministries of Treasury and Economics, Intergovernmental Affairs and Energy, as well as the Ontario Energy Board, Civil Service Commission, Management Board Secretariat, Human Resources Secretariat, Cabinet Office and Office of the Premier.

General financial and accounting services include the administration of the following functions: accounts payable; accounts receivable; revenue; financial reporting; appropriation control; information technology; and financial liaison with other government ministries and agencies.

The branch also provides an analysis and planning service to the Ministry of Treasury and Economics, the Cabinet Office and Office of the Premier. This service includes the administration of the process for the allocation and utilization of the Ministry's resources; act as the Ministry's liaison with Management Board Secretariat, including the coordination of all Submissions to the Board, and promotes good management practices.

SUPPLY AND OFFICE SERVICES BRANCH TREASURY 7
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 2B1
416-965-7582 (Director's Office)
Fax 416-963-3295

The Supply and Office Services Branch provides and coordinates the administration and support services for the Ministry. It oversees administrative services (1075 Bay St., 4th Flr., Toronto, 965-0509; Fax 963-2123) such as the purchasing of goods and services, parking, records and forms management, employee identification cards, assets management, maintenance of policy and procedures manual (e.g. Manual of Administration)

and in liaison with the Ministry of Government Services coordinates services such as telephones, acquisition and design of office accommodation and purchase of commonly used supplies. It also provides general services (Frost Bldg. N., 965-4455; Fax 963-3264) such as printing, duplicating, mail, messenger service and supply management.

INTERNAL AUDIT SERVICES BRANCH TREASURY 8
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-5123

This branch audits all operations of the Ministry, its agencies and clients to provide management with a systematic, independent appraisal of the efficiency, economy and effectiveness of internal controls and management practices. Clients include the Ministry of Intergovernmental Affairs, Ministry of Energy, Management Board of Cabinet Secretariat, Civil Service Commission, Human Resources Secretariat, Office of the Premier and Cabinet Office.

HUMAN RESOURCES BRANCH TREASURY 9
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-6171

This branch performs human resources functions for the Ministries of Treasury and Economics, Intergovernmental Affairs, Energy, and Skills Development, as well as the Ontario Energy Board, the Office of the Premier, and the Cabinet Office. The branch works in a consultative capacity with line managers whose primary task is human resources matters within their units. Responsibilities include establishment of human resources policies and procedures, and appropriate classification and compensation levels for all Ministry employees; staff recruitment; employee counselling; investigation of employee grievances; and all matters affecting working conditions and performance; training and development; employee education, career and performance management and the **employment equity** program. The Human Resources Branch maintains the Ministry's personnel, payroll and employee benefit records. It also serves as liaison between the Ministry and the Human Resources Secretariat, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

OFFICE OF THE TREASURY

FINANCE OPERATIONS BRANCH TREASURY 10
CASH AND INVESTMENT MANAGEMENT SECTION
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-2914

This section implements government finance policy by managing government debt, including the issuance and retirement of Province of Ontario debt **securities** (**debentures** and **treasury bills**), and by controlling and managing the government's cash flows to ensure that obligations are met without default and surplus funds are **invested**.

FINANCE OPERATIONS BRANCH TREASURY 11
SECURITIES SECTION
Frost Bldg. N., Main Flr.
Queen's Park, Toronto M7A 1Y7
416-965-6691
Toll-Free: 1-800-268-7098

The Securities Section acts as registrar and transfer agent of the provincial public **debt** issues, both domestic and foreign. Responsibilities include ensuring prompt payment of interest on the public and non-public debt issues; supplying investors with information on transfer requirements; and arranging the complete servicing of **debentures** from issue to maturity. The section also acts as **custodian** of the province's **investments**, and holds in safekeeping **securities** deposited with the province by the public in accordance with provincial laws and regulations.

FINANCIAL INFORMATION AND ACCOUNTING TREASURY 12
POLICY BRANCH
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5273
Fax 416-324-3621

The Financial Information and Accounting Policy Branch manages Ontario's requirements in overall government **accounting**, control and consolidated **public** and internal **financial** reporting. The branch maintains records of all **Consolidated Revenue Fund** transactions, and prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g. **Public Accounts** and **Financial Report**. Central financial information systems are operated by analyzing and consolidating data on revenues, expenditures, budgets and forecasts. The branch provides all ministries and agencies with direction on financial transactions to ensure quality and comprehension of accounting and financial management policies; coordinates interministry effort on "in-house" systems to ensure compatibility with central financial information systems; and provides expertise on all accounting and financial matters referred by Management Board and all ministries and agencies. Operational liaison with the **banking** community is also supplied by the branch.

FINANCE POLICY BRANCH TREASURY 13
GOVERNMENT FINANCE AND ECONOMIC
ANALYSIS SECTION
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5786
Fax 416-324-3621

This section provides finance policy advice and recommendations on borrowing guarantees and other financing practices of the government to Ontario Hydro, various crown corporations and other government programs. In addition, the section provides analysis and policy advice on **credit** rating trends and developments.

FINANCE POLICY BRANCH TREASURY 14
INVESTMENT POLICY AND OPERATIONS
RESEARCH SECTION
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5786
Fax 416-324-3621

The Investment Policy and Operations Research Section provides analytical and advisory support for the management of the province's cash resources, **investments** and safekeeping operations. Developing and implementing computer-based financial and analytical systems in support of cash, asset and debt management functions comprise a significant part of the section's activities.

OFFICE OF THE BUDGET AND INTERGOVERNMENTAL FINANCE

INTERGOVERNMENTAL FINANCE POLICY TREASURY 15
BRANCH
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-3505

Branch activities focus on financial transfers from the federal government to Ontario and from Ontario to its local governments. The branch monitors, analyzes and negotiates **federal-provincial** agreements; offers information and advice on trends in fiscal federalism; monitors and supplies policy advice on specific grant issues and the level and distribution of grants to **municipalities** and **school boards**; and provides a comprehensive perspective on each sector, and an integrated approach to financial issues involving all three levels of government. Specific responsibilities include established programs financing, equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Research, analysis and policy development are coordinated within Treasury and Economics and, when appropriate, across other ministries. Specific responsibilities include policies concerning the Canada Pension Plan and GAINS-A and the financing of public sector employment **pension** plans (965-2194).

FISCAL PLANNING POLICY BRANCH TREASURY 16
Frost Bldg. S., 4th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5171

The Fiscal Planning Policy Branch coordinates and prepares the province's revenue and expenditure plan, which is published annually in the **Budget** and updated quarterly in **Ontario Finances**.

TAXATION POLICY BRANCH TREASURY 17
Frost Bldg. S., 4th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5058

The **Taxation** Policy Branch monitors Ontario's tax system, analyzes alternative tax options, and makes recommendations on the appropriate level and mix of taxation in the province.

OFFICE OF ECONOMIC POLICY

ECONOMIC FORECASTING BRANCH TREASURY 18

Frost Bldg. N., 6th Flr.
Queen's Park, Toronto M7A 1Z1
416-965-6616

The Economic Forecasting Branch provides information, **research** and advice regarding issues and trends in provincial **economic** activity. In particular, the group is responsible for the following areas: short and medium-term economic forecasts; economic impact of monetary and fiscal policy developments; industrial and business policy; **international** trade; competition policy; research and development; and small business policies.

SECTORAL AND REGIONAL POLICY BRANCH TREASURY 19

Frost Bldg. N., 4th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-6566

The Sectoral and Regional Policy Branch provides **research**, policy options and support for economic development of the regions and specific sectors of Ontario's economy. Analysis, administration and delivery of the Ministry's **Community Economic Transformation Agreements (CETA)** program (965-7078), and negotiations with federal and provincial ministries on cost-shared agreements for **economic** development of the province, are coordinated by this branch. It offers advice on **statistical** policy, represents the province in negotiations with Statistics Canada, and provides Treasury and Economics and other ministries with statistical information (965-0955) for policy development.

DEMOGRAPHICS AND SOCIAL ECONOMICS BRANCH TREASURY 20

Frost Bldg. N., 5th Flr.
Queen's Park, Toronto M7A 1Z1
416-965-2999

The Demographics and Social Economics Branch conducts **research** and develops **economic** policy options in the following areas: **labour** markets (including job creation, layoffs, youth and older worker unemployment, training and human resource development, and labour force policy and analysis); compensation and social economics (including wage settlements in the private and public sectors, the institutional setting of collective bargaining, social assistance, pay equity, employment equity, occupational health and safety, education, Workers' Compensation, and employment standards); and **demographics** (including the production of provincial and county population projections, trend analysis, income distribution, housing requirements, and the economic and fiscal implications of changes in population, households and family structure). Occasionally, the branch publishes a Demographic Bulletin for public distribution.

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Treasury and Economics are listed below. Contact the legal services or communications branch for unlisted agencies.

ONTARIO MUNICIPAL IMPROVEMENT CORPORATION — TREASURY 21

Frost Bldg. N., 3rd Flr., Rm. 344
Queen's Park, Toronto M7A 1Y7
416-965-2451

Established in 1950, the Ontario Municipal Improvement Corporation (**OMIC**) may purchase debentures from smaller municipalities (population under 20,000) or school boards, on a last resort basis, if they are unable to sell to advantage elsewhere. The Corporation also advises potential borrowers on public markets and the expectations of private investors. OMIC's lending rate varies periodically with market fluctuations, and contemporary rates are available on request.

STADIUM CORPORATION OF ONTARIO LIMITED — TREASURY 22

300 The Esplanade W., Ste. 3000
Toronto M5V 3B2
416-341-3663

The Stadium Corporation of Ontario (StadCo) is a Crown Corporation. It was formed to oversee the development, construction and operation of a retractable-roof, multi-purpose **domed stadium**, now known as **SkyDome**. Operation of this facility is the responsibility of a partnership between the Stadium Corporation and a private sector consortium.

ACTS

ACTS — TREASURY 23

The Ministry of Treasury and Economics is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Audit Act
Financial Administration Act
Ministry of Treasury and Economics Act
Ontario Economic Council Act
Ontario Loan Act
Ontario Municipal Improvement Corporation Act
Statistics Act
Supply Act

MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

ONTARIO ADVISORY COUNCIL ON WOMEN'S ISSUES — WOMEN 1
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-965-5824

The Ontario Advisory Council on Women's Issues advises the Ontario Government, through the Minister, on matters pertaining to **women** in Ontario. The Council, which consists of fifteen members appointed by Order-in-Council, evaluates and monitors existing legislation, policies and programs related to the needs and status of women. Activities include identifying specific areas requiring government attention; recommending legislation and program changes; consulting with groups throughout Ontario to stimulate public discussion; and responding to requests from the Minister for advice and consultation on matters relating to women. The Council reports annually to the Legislature through the Minister.

ONTARIO WOMEN'S DIRECTORATE — WOMEN 2
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

The Ontario Women's Directorate is a central advocacy agency within the Ontario Government reporting to the Minister Responsible for Women's Issues. Through policy development and review, program coordination, consultation and public education, the Directorate works to enable the government to achieve its commitment to the economic, legal and social equality of **women** in Ontario.

ONTARIO WOMEN'S DIRECTORATE CONSULTATIVE SERVICES BRANCH — WOMEN 3
480 University Ave., 2nd Flr.
Toronto M5G 1V2
416-597-4500

The Consultative Services Branch specializes in the areas of **Employment Equity**, education equity, role modelling programs and community grants. It encourages the planning, development and expansion of employment and education equity programs in Ontario's public and private sectors by providing consultation and technical assistance, funding for programs, special initiatives and training. The branch also promotes role modelling programs and education equity initiatives designed to eliminate sex role stereotyping. The community **grants** program finances innovative and creative community based projects designed to promote the social, economic and legal status of Ontario's women.

This branch ensures that the needs of the Franco-Ontarian community are met through the provision of **French language services** throughout the Ontario Women's Directorate.

ONTARIO WOMEN'S DIRECTORATE PUBLIC EDUCATION AND PROGRAM SERVICES (PEPS) BRANCH — WOMEN 4
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

This branch provides a wide range of internal and external communications and **information services**, including speeches, news releases, media relations, publications, displays and exhibits on women's issues. Major public education campaigns involving

television and radio commercials and advertisements are developed and coordinated. The branch also has a **resource centre** which is open to the public.

ONTARIO WOMEN'S DIRECTORATE WOMEN 5
POLICY AND RESEARCH BRANCH
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

The Policy and Research Branch acts as a policy and strategy advisor to the Assistant Deputy Minister, the Minister Responsible for Women's Issues, and the Ontario Government on social, economic and legal issues that relate to **women**. The branch also conducts **research**, and provides consultation on policy concerning women's issues to key ministries within the **Ontario Public Service**.

The **Family Violence** Initiatives Unit coordinates government response to **wife assault**; develops initiatives; and liaises with federal, out-of-province and inter-governmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. **Information** brochures and posters in both English and French, and educational materials in several other languages, may be obtained free of charge.

ONTARIO WOMEN'S DIRECTORATE WOMEN 6
CORPORATE SERVICES BRANCH
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

The branch coordinates a variety of financial, personnel and administrative functions for the Ontario Women's Directorate, such as: providing payment services to suppliers and other ministries; maintaining the financial and administrative systems; developing financial and administrative standards; reporting on financial matters and liaising with Management Board of Cabinet and the Ministry of Government Services.

Ministerial Responsibility for Acts

Abandoned Orchards Act (Agriculture & Food)
Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accidental Fires Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Agricultural Associations Act (Agriculture & Food)
Agricultural Committees Act (Agriculture & Food)
Agricultural Development Finance Act (Revenue)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture & Food)
Agricultural Representatives Act (Agriculture & Food)
Agricultural Research Institute of Ontario Act (Agriculture & Food)
Agricultural Societies Act (Agriculture & Food)
Agricultural Tile Drainage Installation Act (Agriculture & Food)
Airports Act (Transportation)
Alcoholism and Drug Addiction Research Foundation Act (Health)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health)
Amusement Devices Act, 1986 (Consumer & Commercial Relations)
An Act to Confirm the Title of the Government of Canada to Certain Lands and Indian Lands, 1915 (Natural Resources)
An Act Respecting Queen's College at Kingston, 1874, as amended (Colleges and Universities)
An Act for the Settlement of Certain Questions Between the Governments of Canada and Ontario Respecting Indian Reserve Lands, 1891 (Natural Resources)
Anatomy Act (Solicitor General)
Animals for Research Act (Agriculture & Food)
Apportionment Act (Consumer & Commercial Relations)
Apprenticeship and Tradesmen's Qualification Act (Skills Development)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act, 1984 (Attorney General)
Archives Act (Culture & Communications)
Art Gallery of Ontario Act (Culture & Communications)
Artificial Insemination of Livestock Act (Agriculture & Food)
Arts Council Act (Culture & Communications)
Assessment Act (Revenue)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer & Commercial Relations)
Athletics Control Act (Consumer & Commercial Relations)
Audit Act (Treasury & Economics)
Auto Insurance Rates Control Act, 1989 (Ministry of Financial Institutions)
Bail Act (Attorney General)
Bailiffs Act (Consumer & Commercial Relations)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs)
Barristers Act (Attorney General)
Beach Protection Act (Natural Resources)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture & Food)
Bees Act (Agriculture & Food)
Bills of Sale Act, repealed (Consumer & Commercial Relations)
Blind Persons' Rights Act (Attorney General)
Blind Workmen's Compensation Act (Labour)
Blue Waters Bridge Act (Transportation)
Boating Restriction Regulations (Natural Resources)
Boilers and Pressure Vessels Act (Consumer & Commercial Relations)

Boundaries Act (Consumer & Commercial Relations)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs)
Bread Sales Act (Consumer & Commercial Relations)
Bridges Act (Transportation)
Brock University Act, 1964 (Colleges & Universities)
Brucellosis Act
(Agriculture & Food)
Building Code Act (Housing)
Bulk Sales Act (Attorney General)
Bull Owners' Liability Act (Agriculture & Food)
Business Corporations Act, 1982 (Consumer & Commercial Relations)
Business Practices Act (Consumer & Commercial Relations)
Business Records Protection Act (Attorney General)
Canada Company's Lands Act, 1922 (Natural Resources)
Canadian Insurance Exchange Act, 1986 (Financial Institutions)
Cancer Act (Health)
Cancer Remedies Act (Health)
Carleton University Act, 1952 (Colleges & Universities)
Cemeteries Act (Consumer & Commercial Relations)
Centennial Centre of Science and Technology Act (Culture & Communications)
Central Trust Company Act, 1983 (Financial Institutions)
Certification of Titles Act (Consumer & Commercial Relations)
Change of Name Act, 1986 (Consumer & Commercial Relations)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Community & Social Services)
Charities Accounting Act (Attorney General)
Child and Family Services Act, 1984 (Community & Social Services)
Child Welfare Municipal Payments Continuance Act, 1976 (Community & Social Services)
Child Welfare Validation of Adoption Orders Act, 1980 (Community & Social Services)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health)
City of Cornwall Annexation Act, 1974 (Municipal Affairs)
City of Gloucester Act, 1980 (Municipal Affairs)
City of Hamilton Act, 1975 (Municipal Affairs)
City of Hazeldean-March Act, 1978 (Municipal Affairs)
City of Nepean Act, 1978 (Municipal Affairs)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs)
City of Port Colborne Act, 1974 (Municipal Affairs)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs)
City of Thorold Act, 1975 (Municipal Affairs)
City of Thunder Bay Act, 1968-69
(formerly City of Lakehead Act, 1968-69, c. 45) (Municipal Affairs)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs)
City of Toronto 1981 Assessment Complaints Act, 1982 (Revenue)
Collection Agencies Act (Consumer & Commercial Relations)
Colleges Collective Bargaining Act, R.S.O. 1980 (Colleges & Universities)
Commercial Tenancies Act (Requires Proclamation) (Attorney General)
Commissioners for taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture & Food)
Commodity Boards and Marketing Agencies Act (Agriculture & Food)
Commodity Futures Act (Financial Institutions)
Community Psychiatric Hospitals Act (Health)
Community Recreation Centres Act (Tourism & Recreation)
Commuter Services Act (Transportation)
Compensation for Victims of Crime Act (Attorney General)
Compulsory Automobile Insurance Act (Financial Institutions)
Condominium Act (Consumer & Commercial Relations)
Conservation Authorities Act (Natural Resources)
Conservation Land Act, 1988

(Natural Resources)
Consolidated Hearings Act, 1981 (Environment)
Construction Lien Act, 1983 (Attorney General)
Consumer Protection Act (Consumer & Commercial Relations)
Consumer Protection Bureau Act (Consumer & Commercial Relations)
Consumer Reporting Act (Consumer & Commercial Relations)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Financial Institutions)
Cooperative Loans Act (Agriculture & Food)
Coroners Act (Solicitor General)
Corporation Securities Registration Act (Consumer & Commercial Relations)
Corporations Act (Consumer & Commercial Relations)
Corporations Information Act (Consumer & Commercial Relations)
Corporations Tax Act (Revenue)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs)
County of Middlesex Act, 1979 (Government Services)
County of Oxford Act (Municipal Affairs)
Courts of Justice Act, 1984 (Attorney General)
Credit Unions and Caisses Populaires Act (Financial Institutions)
Creditors' Relief Act (Attorney General)
Crop Insurance Act Ontario (Agriculture & Food)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees Collective Bargaining Act (Labour)
Crown Timber Act (Natural Resources)
Crown Trust Company Act, 1983 (Financial Institutions)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act, 1981 (Transportation)
Day Nurseries Act (Community & Social Services)
Dead Animal Disposal Act (Agriculture & Food)
Debt Collectors Act (Consumer & Commercial Relations)
Degree Granting Act, 1983 (Colleges & Universities)
Dental Technicians Act (Health)
Denture Therapists Act (Health)
Deposits Regulation Act (Financial Institutions)
Development Corporations Act, 1984 (Industry, Trade & Technology)
Developmental Services Act (Community & Social Services)
Discriminatory Business Practices Act (Consumer & Commercial Relations)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs)
District Welfare Administration Boards Act (Community & Social Services)
Dog Licensing and Livestock and Poultry Protection Act (Agriculture & Food)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act (Attorney General)
Drainage Act (Agriculture & Food)
Drugless Practitioners Act (Health)
Edible Oil Products Act (Agriculture & Food)
Education Act (Education)
Egress from Public Buildings Act (Solicitor General)
Elderly Persons Centres Act (Community & Social Services)
Elderly Persons' Housing Aid Act (Housing)
Election Act, 1984 (Office of the Assembly)
Election Finances Act, 1986 (Office of the Assembly)
Elevating Devices Act (Consumer & Commercial Relations)
Emergency Plans Act, 1983 (Solicitor General)
Employee Share Ownership Plan Act, 1988
(Revenue)
Employment Agencies Act (Labour)
Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)

Energy Act (Consumer & Commercial Relations)
Energy Efficiency Act (Energy)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment)
Environmental Protection Act (Environment)
Escheats Act (Attorney General)
Essex County French-language Secondary School Act, 1977 (Education)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Premier's Office)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act, 1984 (Consumer & Commercial Relations)
Factors Act (Consumer & Commercial Relations)
Family Benefits Act (Community & Social Services)
Family Law Act, 1986 (Attorney General)
Farm Income Stabilization Act (Agriculture & Food)
Farm Practices Protection Act (Agriculture & Food)
Farm Products Containers Act (Agriculture & Food)
Farm Products Grades and Sales Act (Agriculture & Food)
Farm Products Marketing Act (Agriculture & Food)
Farm Products Payments Act (Agriculture & Food)
Ferries Act (Transportation)
Financial Administration Act (Treasury & Economics)
Fines and Forfeitures Act (Attorney General)
Fire Accidents Act (Solicitor General)
Fire Departments Act (Solicitor General)
Fire Fighters Exemption Act (Solicitor General)
Fire Marshals Act (Solicitor General)
Fish Inspection Act (Natural Resources)
Fisheries Act (Canada-Ontario Fishery Regulations) (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Government Services)
Floral Emblem Act (Government Services)
Fluoridation Act (Health)
Foreign Arbitral Awards Act, 1986 (Attorney General)
Foreign Cultural Objects Immunity from Seizure Act (Culture & Communications)
Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Fraudulent Debtors Arrest Act (Attorney General)
Freedom of Information and Protection of Privacy Act, 1987 (Management Board of Cabinet)
French Language Services Act, 1986 (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act, 1981 (in force Sept. 1, 1982) (Revenue)
Funeral Services Act (Health)
Fur Farms Act (Agriculture & Food)
Game and Fish Act (Natural Resources)
Gaming Act (Attorney General)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer & Commercial Relations)
Gasoline Tax Act (Revenue)
General Welfare Assistance Act (Community & Social Services)
George R. Gardiner Museum of Ceramic Art Act, 1981 (Culture & Communications)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture & Food)
Grain Elevator Storage Act (Agriculture & Food)
Guarantee Companies Securities Act (Financial Institutions)
Habeas Corpus Act (Attorney General)

Healing Arts Radiation Protection Act (Health)
Health Care Accessibility Act, 1986 (Health)
Health Disciplines Act (Health)
Health Facilities Special Orders Act, 1983 (Health)
Health Insurance Act (Health)
Health Protection and Promotion Act, 1983 (Health)
Highway Traffic Act (Transportation)
Historical Parks Act (Tourism & Recreation)
Homemakers and Nurses Services Act (Community & Social Services)
Homes for the Aged and Rest Homes Act (Community & Social Services)
Homes for Retarded Persons Act (Community & Social Services)
Homes for Special Care Act (Health)
Horticultural Societies Act (Agriculture & Food)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Fire Safety Act (Solicitor General)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Housing)
Human Rights Code, 1981 (Citizenship)
Human Tissue Gift Act (Solicitor General)
Hunter Damage Compensation Act (Agriculture & Food)
Hypnosis Act (Health)
Immunization of School Pupils Act, 1982 (Health)
Income Tax Act (Revenue)
Indian Lands Act, 1924 (Natural Resources)
Indian Welfare Services Act (Community & Social Services)
Industrial and Mining Lands Compensation Act (Natural Resources)
Industrial Standards Act (Labour)
Innkeepers Act (Attorney General)
Insurance Act (Financial Institutions)
International Bridges Municipal Payments Act, 1981 (Municipal Affairs)
Interpretation Act (Attorney General)
Interprovincial Subpoenas Act (Attorney General)
Investment Contracts Act (Financial Institutions)
Jewish Family and Child Service of Metropolitan Toronto Act (Community & Social Services)
John Graves Simcoe Memorial Foundation Act, 1965 (Culture & Communications)
Judicial Review Procedure Act (Attorney General)
Junior Farmers Establishment Act (Agriculture & Food)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health)
Labour Relations Act (Labour)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake Superior Board of Education Act, 1976 (Education)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lakehead University Act, 1965 (Colleges & Universities)
Lakes and Rivers Improvement Act (Natural Resources)
Land Registration Reform Act, 1984 (Consumer & Commercial Relations)
Land Titles Act (Consumer & Commercial Relations)
Land Transfer Tax Act (Revenue)
Landlord and Tenant Act - see Commercial Tenancies Act (Attorney General)
Laurentian University of Sudbury Act, 1960 (Colleges & Universities)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)
Legislative Assembly Act (Office of the Assembly)
Legislative Assembly Retirement Allowances Act (Office of the Assembly)
Libel and Slander Act (Attorney General)
Lieutenant Governor Act (Premier's Office)
Lightning Rods Act (Solicitor General)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer & Commercial Relations)
Line Fences Act (Municipal Affairs)
Liquor Control Act (Consumer & Commercial Relations)
Liquor Licence Act (Consumer & Commercial Relations)

Livestock Branding Act (Agriculture & Food)
Livestock Community Sales Act (Agriculture & Food)
Livestock and Livestock Products Act (Agriculture & Food)
Livestock Medicines Act (Agriculture & Food)
Loan and Trust Corporations Act (Financial Institutions)
Local Improvement Act (Municipal Affairs)
Local Roads Boards Act (Transportation)
Local Services Boards Act (Northern Development & Mines)
Management Board of Cabinet Act, 1971 (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Marine Insurance Act (Financial Institutions)
Marriage Act (Consumer & Commercial Relations)
Massey-Ferguson Limited Act, 1981 (Industry, Trade & Technology)
Master and Servant Act (Attorney General)
McMaster University Act, 1976 (Colleges & Universities)
McMichael Canadian Collection Act (Culture & Communications)
Meat Inspection Act (Ontario) (Agriculture & Food)
Mechanics' Lien Act, Sec. 52 (Attorney General)
Mental Health Act (Health)
Mental Hospitals Act (Health)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metropolitan Toronto Convention Centre Corporation Act
(Tourism and Recreation)
Metropolitan Toronto Police Force Complaints Act, 1984 (Attorney General)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture & Food)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development & Mines)
Mining Tax Act (Revenue)
Ministry of Agriculture and Food Act (Agriculture & Food)
Ministry of the Attorney General Act (Attorney General)
Ministry of Citizenship and Culture Act (Culture & Communications)
Ministry of Colleges & Universities Act, R.S.O. 1980 (Colleges & Universities)
Ministry of Community and Social Services Act (Community & Social Services)
Ministry of Consumer and Commercial Relations Act (Consumer & Commercial Relations)
Ministry of Correctional Services Act, as amended (Correctional Services)
Ministry of Energy Act (Energy)
Ministry of the Environment Act (Environment)
Ministry of Government Services Act, R.S.O. 1980 and Amendments (Government Services)
Ministry of Health Act (Health)
Ministry of Industry and Trade Act, 1982 (Industry, Trade & Technology)
Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act, 1981 (Municipal Affairs) (Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Affairs Act (Northern Development & Mines)
Ministry of Revenue Act (Revenue)
Ministry of the Solicitor General Act (Solicitor General)
Ministry of Tourism & Recreation Act, 1982 (Tourism & Recreation)
Ministry of Transportation & Communications Act (Transportation)
Ministry of Transportation & Communications Creditors Payment Act (Transportation)
Ministry of Treasury & Economics Act (Treasury & Economics)
Minors' Protection Act (Attorney General)
Moosonee Development Area Board Act (Municipal Affairs)
Mortgage Brokers Act (Financial Institutions)
Mortgages Act (Attorney General)

Motor Vehicle Accident Claims Act (Financial Institutions)
Motor Vehicle Dealers Act (Consumer & Commercial Relations)
Motor Vehicle Repair Act, 1988 (Consumer & Commercial Relations)
Motorized Snow Vehicles Act (Transportation)
Municipal Act (Municipal Affairs)
Municipal Affairs Act (Municipal Affairs)
Municipal Arbitrations Act (Municipal Affairs)
Municipal Boundary Negotiations Act, 1981 (Municipal Affairs)
Municipal Conflict of Interest Act, 1983 (Municipal Affairs)
Municipal Corporations Quieting Orders Act (Municipal Affairs)
Municipal Elderly Residents' Assistance Act (Municipal Affairs)
Municipal Elections Act (Municipal Affairs)
Municipal Electric Railways Act (Transportation)
Municipal Extra-Territorial Tax Act, 1988 (Municipal Affairs)
Municipal Franchises Act (Municipal Affairs)
Municipal Health Services Act (Health)
Municipal Interest and Discount Rates Act, 1982 (Municipal Affairs)
Municipal Payments in Lieu of Taxes Statute Law Amendment Act, 1984 (Municipal Affairs)
Municipal Private Acts Repeal Act, 1983 (Municipal Affairs)
Municipal and School Tax Credit Assistance Act Subsection 2(3) (4) (5) and (6) (Municipal Affairs)
Municipal Subsidies Adjustment Repeal Act, 1976 (Municipal Affairs)
Municipal Tax Assistance Act (Municipal Affairs)
Municipal Tax Sales Act, 1984 (Municipal Affairs)
Municipal Unemployment Relief Act (Municipal Affairs)
Municipal Works Assistance Act (Municipal Affairs)
Municipality of Metropolitan Toronto Act (Municipal Affairs)
Municipality of Shuniah Act, 1936 (Municipal Affairs)
Muskoka & Parry Sound Telephone Co. Limited Acquisition Act, 1978 (Culture & Communications)
National Radio Observatory Act, 1962-63 (Natural Resources)
Negligence Act (Attorney General)
Niagara Escarpment Planning & Development Act (Municipal Affairs)
Niagara Parks Act (Tourism & Recreation)
Non-resident Agricultural Land Interests Registration Act (Agriculture & Food)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Government Services)
Notaries Act (Attorney General)
Nursing Homes Act (Health)
Occupational Health and Safety Act (Labour)
Occupiers' Liability Act (Attorney General)
Official Notices Publication Act (Government Services)
Off-Road Vehicles Act, 1983 (Transportation)
Oleomargarine Act (Agriculture & Food)
Ombudsman Act (Office of the Assembly)
One Day's Rest in Seven Act (Labour)
Ontario Agricultural Museum Act (Agriculture & Food)
Ontario Automobile Insurance Board Act, 1988 (Financial Institutions)
Ontario College of Art Act, 1968-69 (Colleges & Universities)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Financial Institutions)
Ontario Deposit Insurance Corporation Act (Financial Institutions)
Ontario Drug Benefit Act, 1986 (Health)
Ontario Economic Council Act (Treasury & Economics)
Ontario Educational Communications Authority Act (Culture & Communications)
Ontario Energy Board Act (Energy)
Ontario Energy Corporation Act (Energy)
Ontario Farm Implements Act (Agriculture & Food)
Ontario Food Terminal Act (Agriculture & Food)

Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Revenue)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Culture & Communications)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act, 1988
(Revenue)
Ontario Housing Corporation Act (Housing)
Ontario Institute for Studies in Education Act (Education)
Ontario Land Corporation Act (Government Services)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act (Treasury & Economics)
Ontario Lottery Corporation Act (Tourism & Recreation)
Ontario Mental Health Foundation Act (Health)
Ontario Mineral Exploration Program Act (Northern Development & Mines)
Ontario Municipal Board Act (Attorney General)
Ontario Municipal Employees Retirement System Act (Municipal Affairs)
Ontario Municipal Improvement Corporation Act (Treasury & Economics)
Ontario New Home Warranties Plan Act (Consumer & Commercial Relations)
Ontario Northland Transportation Commission Act (Northern Development & Mines)
Ontario Pensioners Property Tax Assistance Act (Revenue)
Ontario Place Corporation Act (Tourism & Recreation)
Ontario Planning and Development Act (Municipal Affairs)
Ontario Regulation 241/84 - Ontario International Corporation (Industry, Trade & Technology)
Ontario Regulation 550/86 - Innovation Ontario Corporation (Industry, Trade & Technology)
Ontario School Trustees' Council Act (Education)
Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General)
Ontario Telephone Development Corporation Act (Culture & Communications)
Ontario Transportation Development Corporation Act (Transportation)
Ontario Unconditional Grants Act (Municipal Affairs)
Ontario Waste Management Corporation Act, 1981 (Environment)
Ontario Water Resources Act (Environment)
Ontario Water Resources Act, subsections 44 (2) (a), (b) and (c) and sections 45 to 48 inclusive (Housing)
Ontario Youth Employment Act (Skills Development)
Operating Engineers Act (Consumer & Commercial Relations)
Ophthalmic Dispensers Act (Health)
Osgoode Hall Law School Scholarships Act, 1968-69 (Colleges & Universities)
Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs)
Ottawa Congress Centre Act
(Tourism and Recreation)
Ottawa River Water Powers Act, 1943 (Natural Resources)
Paperback and Periodical Distributors Act (Consumer & Commercial Relations)
Parks Assistance Act (Tourism & Recreation)
Parkway Belt Planning and Development Act (Municipal Affairs)
Partition Act (Attorney General)
Partnerships Act (Consumer & Commercial Relations)
Partnerships Registration Act (Consumer & Commercial Relations)
Pawnbrokers Act (Attorney General)
Pay Equity Act, 1987 (Labour)
Pension Benefits Act, 1987 (Financial Institutions)
Perpetuities Act (Attorney General)
Personal Property Security Act (Consumer & Commercial Relations)
Pesticides Act (Environment)
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed) (Consumer & Commercial Relations)
Petroleum Resources Act (Natural Resources)

Pits and Quarries Control Act (Natural Resources)
Planning Act, 1983 (Municipal Affairs)
Planning Statute Law Amendment Act, 1983 (Municipal Affairs)
Plant Diseases Act (Agriculture & Food)
Police Act (Solicitor General)
Police Village of St. George Act, 1980 (Municipal Affairs)
Policy and Priorities Board of Cabinet Act (Premier's Office)
Pounds Act (Agriculture & Food)
Power Corporation Act (Energy)
Power Corporation Insurance Act (Energy)
Powers of Attorney Act (Attorney General)
Prearranged Funeral Services Act (Consumer & Commercial Relations)
Prepaid Hospital and Medical Services Act (Financial Institutions)
Prepaid Services Act, 1988 (Consumer & Commercial Relations)
Prescription Drug Cost Regulation Act, 1986 (Health)
Private Hospitals Act (Health)
Private Investigators and Security Guards Act (Solicitor General)
Private Sanitaria Act (Health)
Private Vocational Schools Act, R.S.O. 1980 (Colleges & Universities)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act, 1984 (Attorney General)
Property and Civil Rights Act (Attorney General)
Provincial Auctioneers Act (Agriculture & Food)
Provincial Land Tax Act (Revenue)
Provincial Offences Act (Attorney General)
Provincial Parks Act (Natural Resources)
Provincial Parks Tax Assistance Act (Municipal Affairs)
Provincial Schools Negotiations Act (Education)
Psychologists Registration Act (Health)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Commercial Vehicles Act (Transportation)
Public Halls Act (Attorney General)
Public Hospitals Act (Health)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)
Public Libraries Act, 1984 (Culture & Communications)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs)
Public Service Act, 1981 (Management Board of Cabinet)
Public Service Superannuation Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)
Public Utilities Act (Municipal Affairs)
Public Utilities Corporations Act (Municipal Affairs)
Public Vehicles Act (Transportation)
Public Works Protection Act (Solicitor General)
Race Tracks Tax Act (Revenue)
Racing Commission Act (Consumer & Commercial Relations)
Radiological Technicians Act (Health)
Railways Act (Transportation)
Real Estate and Business Brokers Act (Consumer & Commercial Relations)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Judgments (U.K.) Act, 1984 (Attorney General)
Reciprocal Enforcement of Maintenance Orders Act, 1982 (Attorney General)
Regional Municipality of Durham Act (Municipal Affairs)
Regional Municipality of Haldimand-Norfolk Act (Municipal Affairs)
Regional Municipality of Halton Act (Municipal Affairs)
Regional Municipality of Hamilton-Wentworth Act (Municipal Affairs)
Regional Municipality of Niagara Act (Municipal Affairs)
Regional Municipality of Ottawa-Carleton Act (Municipal Affairs)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs)
Regional Municipality of Peel Act (Municipal Affairs)

Regional Municipality of Sudbury Act (Municipal Affairs)
Regional Municipality of Sudbury Statute Law Amendment Act, 1986 (Municipal Affairs)
Regional Municipality of Waterloo Act (Municipal Affairs)
Regional Municipality of York Act (Municipal Affairs)
Registered Insurance Brokers Act (Financial Institutions)
Registry Act (Consumer & Commercial Relations)
Regulations Act (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Rental Housing Protection Act, 1986 (Housing)
Representation Act (Premier's Office)
Research Foundation Act, 1944 (Industry, Trade & Technology)
Residential Complex Sales Representation Act, 1983 (Consumer & Commercial Relations)
Residential Complexes Financing Costs Restraints Act, 1982 (Housing)
Residential Rent Regulation Act, 1986 (Housing)
Residential Tenancies Act, 1980 (Housing)
Retail Business Holidays Act (Solicitor General)
Retail Sales Tax Act (Revenue)
Revised Statutes Confirmation Act, 1981 (Attorney General)
Riding Horse Establishments Act (Agriculture & Food)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs)
Royal Botanical Gardens Act, 1941, as amended (Culture & Communications)
Royal Ontario Museum Act (Culture & Communications)
Rural Housing Assistance Act (Housing)
Rural Hydro-Electic Distribution Act (Energy)
Rural Power District Loans Act (Energy)
Ryerson Polytechnical Institute Act, 1977 (Colleges & Universities)
Sale of Goods Act (Attorney General)
School Boards and Teachers Collective Negotiations Act (Education)
School Trust Conveyances Act (Education)
Science North Act (Culture & Communications)
Securities Act (Financial Institutions)
Seed Potatoes Act (Agriculture & Food)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlers' Pulpwood Protection Act (Natural Resources)
Sheep and Wool Marketing Act, 1981 (Agriculture & Food)
Sheriffs Act (Attorney General)
Shoreline Property Assistance Act (Municipal Affairs)
Short Forms of Conveyances Act (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act (Attorney General)
Small Business Development Corporations Act (Revenue)
Snow Roads and Fences Act (Municipal Affairs)
Soldiers' Aid Commission Act (Community & Social Services)
Soldiers' Aid Commission Amendment Act, 1970 (Community & Social Services)
Solicitors Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parkway Commission Act (Tourism & Recreation)
St. Lawrence Parks Commission Act (Tourism & Recreation)
Statistics Act (Treasury & Economics)
Statute of Frauds (Attorney General)
Statute Labour Act (Municipal Affairs)
Statute Labour Act (Part) (Transportation)
Statutes Act (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Stock Yards Act (Agriculture & Food)
Succession Duty Act (in force April 10th, 1979) (Revenue)
Succession Duty Act Supplementary Provisions Act, 1980 (Revenue)
Succession Law Reform Act (Attorney General)

Successor Rights (Crown Transfers Act), 1977 (Management Board of Cabinet)
Sunnybrook Hospital Act, 1966 (Colleges & Universities)
Superannuation Adjustment Benefits Act (Management Board of Cabinet)
Supply Act (Treasury & Economics)
Support & Custody Orders Enforcement Act, 1985 (Attorney General)
Surrogate Courts Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tax Sales Confirmation Act, 1974 (Municipal Affairs)
Teachers' Superannuation Act (Education)
Teaching Profession Act (Education)
Technology Centres Act, 1982 (Industry, Trade & Technology)
Telephone Act (Culture & Communications)
Territorial Division Act (Municipal Affairs)
Theatres Act (Consumer & Commercial Relations)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture & Food)
Time Act (Attorney General)
Tobacco Tax Act (Revenue)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs)
Topsoil Preservation Act (Agriculture & Food)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1980 (Municipal Affairs)
Toronto Futures Exchange Act, 1983 (Financial Institutions)
Toronto Islands Act, 1980 (Municipal Affairs)
Toronto Stock Exchange Act, 1982 (Financial Institutions)
Tourism Act (Tourism & Recreation)
Town of Wasaga Beach Act, 1973 (Municipal Affairs)
Township of Marathon Act, 1984 (Northern Development & Mines)
Township of North Plantagenet Act, 1976 (Municipal Affairs)
Township of Pelee Act, 1978 (Transportation)
Transboundary Pollution Reciprocal Access Act, 1986 (Attorney General)
Travel Industry Act (Consumer & Commercial Relations)
Trees Act (Natural Resources)
Trent University Act, 1962-63 (Colleges & Universities)
Trespass to Property Act (Attorney General)
Truck Transportation Act, 1988 (Transportation)
Trustee Act (Attorney General)
Unclaimed Articles Act (Consumer & Commercial Relations)
Unconscionable Transactions Relief Act (Attorney General)
University Expropriation Powers Act (Attorney General)
University of Guelph Act, 1964 (Colleges & Universities)
University of Ottawa Act, 1965 (Colleges & Universities)
University of Toronto Act, 1971 (Colleges & Universities)
University of Waterloo Act, 1972 (Colleges & Universities)
University of Western Ontario Act, 1982 (Colleges & Universities)
University of Windsor Act, 1962-63 (Colleges & Universities)
Upholstered and Stuffed Articles Act (Consumer & Commercial Relations)
Urban Transportation Development Corporation Ltd. Act (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Agriculture & Food)
Vital Statistics Act (Consumer & Commercial Relations)
Vocational Rehabilitation Services Act (Community & Social Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health)
Warehouse Receipts Act (Attorney General)
Warehousemen's Lien Act (Attorney General)
Weed Control Act (Agriculture & Food)
Wharfs and Harbours Act (Municipal Affairs)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)

Wilfred Laurier University Act, 1973 (Colleges & Universities)
Wine Content Act (Consumer & Commercial Relations)
Wolf Damage to Livestock Compensation Act (Natural Resources)
Woodlands Improvement Act (Natural Resources)
Woodmen's Employment Act (Natural Resources)
Woodmen's Lien for Wages Act (Natural Resources)
Workers' Compensation Act (Labour)
Workmen's Compensation Insurance Act (Labour)
York University Act, 1965 (Colleges & Universities)
Young Offenders Implementation Act, 1984 (Community & Social Services)

In our complex society, literacy is the cornerstone on which the development of all other skills depends. To promote literacy, the United Nations has declared 1990 ***International Literacy Year.*** *On behalf of my colleague Sean Conway, Minister of Skills Development, I take pleasure in saluting this special year.*

The cover of the KWIC Index depicts the everyday reading and comprehension we take for granted. Menus, order forms, telephone books, newspapers, and prescriptions all demand a level of literacy. Yet many adults in Ontario lack that essential skill. Without it, people can become isolated from the mainstream of society and unable to reach their full potential.

Much is already being done to improve literacy levels across Ontario. Every day thousands of people are contributing their time, expertise and energy to this worthy cause. It is a task in which all sectors of society – business, labour, community organizations, educational institutions and government – are playing a part. Together, as partners, we are helping to ensure that everyone in this province is able to enjoy the enormous benefits of literacy.

Chris Ward
Minister of Government Services

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